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UTILITY PATENT APPLICATION TRANSMITTAL

(Only for new nonprovisional applications under 37 C.F.R. § 1.53(b))

Attorney Docket No.	4173/2
First Inventor or Application Identifier	Tim Haynes
Title	ON-LINE TRUCK RENTAL AND RESERVATION SYSTEM AND METHOD
Express Mail Label No.	EJ593691622US

APPLICATION ELEMENTS

See MPEP chapter 600 concerning utility patent application contents.

ADDRESS TO: Assistant Commissioner for Patents, Box Patent Application, Washington, DC 20231

1. [ ] * Fee Transmittal Form *(e.g., PTO/SB/17)* *(Submit an original and a duplicate for fee processing)*
2. [X] Specification [Total Pages 30] *(preferred arrangement set forth below)*
   - Descriptive title of the Invention
   - Cross References to Related Applications
   - Statement Regarding Fed sponsored R & D
   - Reference to Microfiche Appendix
   - Background of the Invention
   - Brief Summary of the Invention
   - Brief Description of the Drawings *(if filed)*
   - Detailed Description
   - Claim(s)
   - Abstract of the Disclosure
3. [X] Drawing(s) *(35 U.S.C. 113)* [Total Sheets 54]
4. Oath or Declaration [Total Pages]
   a. [ ] Newly executed (original or copy)
   b. [ ] Copy from a prior application (37 C.F.R. § 1.63(d)) *(for continuation/divisional with Box 16 completed)*
      i. [ ] DELETION OF INVENTOR(S) Signed statement attached deleting inventor(s) named in the prior application, see 37 C.F.R. §§ 1.63(d)(2) and 1.33(b).

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5. [ ] Microfiche Computer Program *(Appendix)*
6. Nucleotide and/or Amino Acid Sequence Submission *(if applicable, all necessary)*
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ACCOMPANYING APPLICATION PARTS

7. [ ] Assignment Papers (cover sheet & document(s))
8. [ ] 37 C.F.R.§3.73(b) Statement *(when there is an assignee)* [ ] Power of Attorney
9. [ ] English Translation Document *(if applicable)*
10. [ ] Information Disclosure Statement (IDS)/PTO-1449 [ ] Copies of IDS Citations
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12. [ ] Return Receipt Postcard (MPEP 503) *(Should be specifically itemized)*
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17. CORRESPONDENCE ADDRESS

[ ] *Customer Number or Bar Code Label* *(Insert Customer No. or Attach bar code label here)* or [X] *Correspondence address below*

Name	Frank J. DeRosa				
	Brown Raysman Millstein Felder & Steiner LLP				
Address	120 West 45th Street				
City	New York	State	NY	Zip Code	10036
Country	USA	Telephone	(212) 944-1515	Fax	(212) 840-2429

Name (Print/Type)	Frank J. DeRosa	Registration No. (Attorney/Agent)	26,543
Signature	Frank J. DeRosa	Date	12/10/99

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ON-LINE TRUCK RENTAL AND RESERVATION SYSTEM AND METHOD

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BACKGROUND OF THE INVENTION

The present invention relates to electronic (e.g., on-line and Internet-based) reservation systems, and, more particularly, to an integrated on-line truck rental and reservation system and method.

Services providers and carriers such as airlines, car and truck rentals, and hotel and other lodging facilities often deal with customers and potential customers over wide geographic areas. To conveniently provide their services, such service providers and carriers establish multiple service outlets distributed throughout a given geographic area.

To coordinate services among the distributed outlets, centralized service distribution facilities and functions are often implemented. For many decades, the telephone has been the communications medium of choice, for example, using 800 numbers, to route customer inquiries to service centers in order to provide information, to make reservations for services, and to establish service contracts and payment methods using, for example, remote credit card transactions.

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However, staffing of call service centers is labor-intensive. In addition, twenty-four hours per day, seven days per week service, year-round, including holidays may be required to properly service the customers and potential customers of any large service provider, as well as to establish marketability and goodwill, particularly where the service provider is national or international in scope. One development in call processing has been menu-driven automated call processing systems. However, service providers such as truck rental facilities may have dozens or even hundreds of different service options, such as diverse geographic pick-up and drop-off locations, truck models and pricing structures. Menu-driven automated call processing as currently available is not amenable to handling a large number of options on a caller-convenient basis.

A need exists for an automated truck rental system which provides customers with many different service options in a user-friendly and convenient manner, and which is minimally labor-intensive for customized truck rentals.

The increased use of the Internet and other on-line computer-based systems has been complementing and even supplanting purely telephone-based reservation systems for service providers. Using automated servers and websites available, for example, through the World Wide Web (WWW), a service provider for truck rentals may store vast amounts of truck-related information, such as locations of facilities affiliated with the service provider as well as maps, available equipment, etc. Such information may be accessed by a potential customer at the discretion of the customer at any time, date and place. That is, the customer may inform himself/herself of the capabilities of a chosen truck rental service provider substantially on a self-help basis.

Heretofore, truck-rental websites have primarily provided rental information, while continuing to require that the customer complete the reservation on a telephone service center reservation system, typically using an 800 telephone number.

A need exists for an integrated Internet-based truck-rental reservation system which allows a customer to establish and complete a reservation on-line without requiring access to a telephone service center reservation system.

Established truck-renting companies such as "U-HAUL", "RYDER", "MAYFLOWER", etc. have websites which provide information to facilitate truck rental. In particular, "U-HAUL" maintains websites such as at http://www.uhaul.com and http://emove.uhaul.com which allow a customer to enter moving departure and destination locations, the capacity of the possessions being moved, the type of trucks, and accessories desired, such as towing components, dollies and furniture pads. Quotes are provided and a reservation may be confirmed upon entry of credit card data.

However, such Internet-based truck information and rental reservation systems fail to provide expertise-based guidance for travel to affiliate locations and for adequate towing capabilities.

A need exists for an integrated Internet-based truck rental system and method which provides customers with truck-rental information and expertise-based guidance for improved truck rental and moving.

SUMMARY OF THE INVENTION

It is an object of the present invention to provide a system and method which fulfills the above-described needs.

In achieving the above and other objects the invention provides the following.

A computer-based system and method provide truck-rental information and expertise-based guidance to facilitate a customer's reserving and renting of a truck using a communications network. The system includes a server which processes user inputs from a user's computer over a communications network and provides information responsive thereto to the user's computer over the communications network from which a service contract is generated and confirmed. The server includes a memory and programming. In the memory, a plurality of data sets is stored relating to (a) trucks which can be rented and associated rental prices for the trucks, (b) towing accessories that can be rented and towed vehicles with which the towing accessories can be used, (c) towing accessories and associated rental prices for the towing accessories, (d) expertise-based guidance relating to trucks, and (e) expertise-based guidance relating to towing accessories. The programming responds to user inputs to access the memory and provide data from respective data sets to user computer over the communications network.

In a computer-based system for renting trucks, the improvement of a memory in which is stored a data set relating to towing accessories that can be rented and towed vehicles with which the towing accessories can be used, and programming which responds to a user input identifying a vehicle to be towed which accesses the memory and provides to the user computer over the communications network data indicating availability or not of a towed accessory for the identified vehicle to be towed in accordance with the data set.

Alternatively or in addition, in a computer-based system for renting trucks, the improvement of a memory in which is stored a data set relating to vehicle pick-up and drop-off locations and programming responsive to a user input identifying a geographical location in which the vehicle is to be picked up and a geographical location in which the vehicle is to be

dropped off which accesses the memory and provides to the user computer over the communications network data indicating at least two locations closest to the geographic location input for pick-up and at least two locations nearest to the geographic location input for drop-off.

One or more of the above systems includes a payment-processing subsystem for establishing payment arrangements with the user in response to user inputs providing payment data communicated to the server over the communications network. In one embodiment, the memory stores a data set relating to discounts available to qualified users, and the server responds to user inputs providing data relating to discount eligibility, and provides a quote for rental of a selected truck including a discount corresponding to the user inputted discount eligibility data.

In a preferred embodiment of a computer-based system for renting trucks, the communications network is the Internet and the programming provides the data to the user computer in the context of one or more web pages. The server responds to user inputs corresponding to truck selection, pick-up and drop-off locations, and a pickup date, and generates a service contract data set, including a quote for the truck rental, associated with the user to be provided to the user's computer over the communications network. The user inputs may include a selection of moving accessories, and the server generates the service contract data set associated with the user and including the costs for the accessories in the quote for the truck rental. Alternatively, the user inputs may include a reservation confirmation command; and the server responds to the reservation confirmation command, and generates a confirmation message to be provided to the user's computer through the communications interface.

In another embodiment. an Internet-based system is provided for aiding users to create and confirm reservations for truck rentals. This system includes a web server and a backend

server, with the web server providing a plurality of web pages accessible through the Internet and for processing user inputs received through the Internet from a user's computer operating an Internet browser displaying the plurality of web pages. At least one web page has at least one input field for receiving the user inputs. The backend server operatively connected to the web server and responsive to the user inputs, and includes a memory and at least one program module. The memory stores the plurality of web pages, stores truck-related information in a database, and stores user-generated reservation information. The at least one program modules process the user inputs and the truck-related information to determine and display to the user a set of closest locations associated with a departure location and a destination location specified by the user, to access and display directions from a user-specified address to the departure and destination locations, to generate towing guide information corresponding to a user-specified vehicle to be towed by the rented truck, to generate and display a quote for the truck rental corresponding to the user inputs, for processing payment information provided by the user. The at least one program module generates the reservation information from the user inputs, and confirms the reservation to the user with a confirmation message. In the Internet-based system, the at least one program module responds to modifications of the user inputs prior to confirmation of the reservation to modify the reservation information.

In another embodiment of an Internet-based system for aiding users to create and confirm reservations for truck rentals, a web server provides a plurality of web pages accessible through the Internet and processes user inputs received through the Internet from a user's computer operating an Internet browser displaying the plurality of web pages which include at least one input field for receiving the user inputs. In this embodiment, an improvement is provided that includes a web page including data fields providing all information which the system provides to

a user necessary for a service contract in response either to user input data or data available from the system. In this web page all data fields may be modified on the web page by the user without having to revert to another web page.

A computer-based method for truck rentals is also provided, having the steps of providing expertise guidance to a user for selecting trucks which can be rented; providing expertise guidance to a user for selecting towing accessories that can be rented for a particular vehicle to be towed; in response to user input, providing pricing information for a selected truck; in response to user input, indicating whether a towing accessory is available for the user input information responsive to the towing accessory expertise guidance; and if a towing accessory is available, providing pricing information for the available towing accessory.

In a computer-based method for truck rentals which provides truck availability and pricing information, the invention provides the improvement of providing towed vehicle identification data to the user, receiving a towed vehicle selection, determining whether an accessory is available for the particular selected vehicle, and informing the user of the result of the determination. Alternatively or in addition, the improvement includes the steps of receiving user information which a user provides as part of the process of requesting a reservation for a vehicle identifying a vehicle pick-up location and a vehicle drop-off location, and providing the user with information identifying at least two locations closest to the vehicle pick-up location and at least two locations nearest to the vehicle drop-off location input by the user.

Alternatively or in addition, the improvement also includes the step of generating a reservation form on a web page which conations all reservation information provided in response to user input which may be changed by the user directly on the form on that web page without having to access another web page.

A method is also provided for facilitating truck rentals having the steps of providing a plurality of web pages accessible to a user through the Internet, at least one web page including a form for receiving user inputs; storing in a memory truck-related information including types of trucks and associate rental prices; storing in the memory expertise-based information, including vehicle-specific towing requirements and directions to respective locations of truck rental affiliates; and processing user inputs with a server using the truck-related information and the expertise-related information to assist the user to generate and confirm a service contract to rent a selected truck.

The expertise-based information includes a table of vehicle towing information, and, in the method, the step of processing includes the steps of receiving user-input selections of equipment including a selection of a truck for rental and a selection of a vehicle type for towing by the selected truck; accessing the vehicle towing table to determine if the selected vehicle is capable of being towed by the selected truck; and generating a towing advice indication for display to the user whether the selected truck is appropriate for towing the selected vehicle.

The expertise-based information may include an affiliate table of truck-rental affiliates including geographic locations and a direction table storing travel directions to the affiliates, and the step of processing includes the steps of receiving user-inputs corresponding to a departure location and a destination location; accessing the affiliate table to determine the closest affiliates to the departure and destination locations, respectively; accessing travel directions for the closest affiliates; and providing the travel directions for display to the user. The server includes a payment-processing sub-system; and the processing step includes the steps of receiving user inputs corresponding to payment information, and establishing payment arrangements with the customer corresponding to the user inputs.

The payment-processing sub-system includes credit-card processors, and the user inputs include credit card information. The user inputs indicate discount eligibility, and the processing step includes the steps of generating a quote for rental of a selected truck from the user-accessible data sets, and adjusting the quote using a discount corresponding to the user inputted discount eligibility. The user inputs correspond to truck selection, departure and destination locations, and a pickup date, and the processing steps includes the steps of generating a service contract data set, including a quote for the truck rental, associated with the user.

The user inputs may also include a selection of moving accessories, and the step of generating the service contract data set includes the step of adding the costs for the accessories in the quote for the truck rental. The user inputs may also include a reservation confirmation command, and the step of processing includes the steps of receiving the reservation confirmation command, and generating a confirmation message to be provided to the user.

BRIEF DESCRIPTION OF THE DRAWINGS

FIG. 1 illustrates a schematic of the disclosed truck rental system;

FIGS. 2-7 illustrate a flowchart of operation of the system of FIG. 1;

FIG. 8 illustrates an initial webpage to access the system of FIG. 1;

FIGS. 9-10 illustrate input forms for receiving user information;

FIG. 11 illustrates a webpage listing the closest truck rental affiliates to the departure and destination locations;

FIGS. 12-13 illustrate directions and hours of operation of the closest affiliates selected by the user;

FIGS. 14-15 illustrate initial reservation webpages;

FIGS. 16-17 illustrate a webpage for inputting payment information;

FIGS. 18-19 illustrate reservation confirmation webpages;

FIG. 20 illustrates a supplemental information webpage;

FIGS. 21-27 illustrate information screens for guiding a customer in towing a car;

FIGS. 28A-28B illustrate records and fields for storing rate table information;

FIGS. 29A-29C illustrate records and fields for storing rate table details;

FIG. 30 illustrates a data structure for storing information for a towability guide;

FIGS. 31A-31C illustrate sample towability records for specific vehicles;

FIG. 32 illustrates data codes and comments for providing towability advice;

FIGS. 33A-33B illustrate a data structure for storing tracking quote information;

FIGS. 34A-34B illustrate sample records for tracking quotes;

FIG. 35 illustrates a data structure for storing rates for accessories;

FIG. 36 illustrates a sample record for rates for accessories;

FIGS. 37A-37E illustrate data structures for storing booked reservations; and

FIGS. 38A-38F illustrate a sample record of a booked reservation.

DETAILED DESCRIPTION OF THE PREFERRED EMBODIMENT

Referring to FIG. 1, a computer-based system 10 and method of use provide truck-rental information and expertise-based guidance to facilitate a customer's self-actuated rental and reservation of a truck. The computer-based system 10 includes a server for processing user inputs from a user's computer to provide expert-based guidance to assist the user to generate and confirm a service contract to rent a selected truck. The server includes a communications interface to the user's computer, and a memory for storing a plurality of user-accessible data sets

of truck-related information including types of trucks and associate rental prices, and for storing a plurality of expertise-based data sets. The server responds to the user inputs by accessing a respective data set corresponding to the user inputs and transfers the respective data set through the communications interface to the user's computer. The server also responds to user inputs by generating expertise-based guidance to facilitate the generation and confirmation of the service contract.

In a preferred embodiment, the server may be a web server 12 connected to a backend 14, such as an AS/400 server, and so the communications interface in the web server 12 may be operatively connected to the Internet 18 and to the backend 14 through firewalls 16, 17, for example, using an Internet communications protocol to connect to the Internet 18 and thence through Internet service providers (ISPs) 20-22 to respective web browsers of each computer associated with each respective user 24, 26.

The backend 14 includes a plurality of program modules 27 for processing user inputs and for accessing a memory storing a plurality of data sets relating to (a) trucks which can be rented and associated rental prices for the trucks, (b) towing accessories that can be rented and towed vehicles with which the towing accessories can be used, (c) towing accessories and associated rental prices for the towing accessories, (d) expertise-based guidance relating to trucks, and (e) expertise-based guidance relating to towing accessories. A first program module may access rental rate information, which may be stored as a portion of the truck information 28 in a relational database including approximately 51,000 headers and over 4 million detail records, for storing truck types, sizes, and costs for rental. The first program module may also access the information on the towability of a vehicle from a towing table 34, and the rates of a tow dolly and car carrier, as required, as well as rates for insurance such as limited damage

waiver (LDW) information and personal accident/cargo insurance (PAI) stored in the truck information 28 or other tables and databases stored in the memory of the backend 14.

A second program module is provided to access accessory price information stored in the memory, for example, for hand trucks, furniture pads, and boxes. A third program module is used to access tax information stored in the memory, for example, to calculate applicable taxes in the rental reservation quotes and calculations for various states and municipalities. A fourth program module accesses the discount data based on the user selections and inputs as well as the calculations determined from the other program modules.

For example, the truck information 28 stored in the memory may include rate table information having data structures, as shown in FIGS. 28A-28B, for maintaining rate table details as shown in FIGS. 29A-29C.

Other tables and databases may be stored in memory by the backend 14, for example, in the truck information 28. For example, FIGS. 33A-33B illustrate a data structure for storing tracking quote information, and FIGS. 34A-34B illustrate sample records for tracking quotes using the data structures of FIGS. 33A-33B. Rate information may be stored in data structures, such as the data structures shown in FIG. 35 for storing rates for accessories. FIG. 36 illustrates a sample record for rates for accessories using the data structure of FIG. 35. Customer identification and reservation tables and databases may also be stored in the memory, for example, using the data structures shown in FIGS. 37A-37F for storing booked reservations in the form of customer records, such as the sample record shown in FIGS. 38A-38F illustrating a sample record of a booked reservation.

The towing table 34 may store data structures shown, for example, in FIG. 30 for retaining vehicle information, such as the sample towability records for specific vehicles shown

in FIGS. 31A-31C which use data codes and comments shown in FIG. 32 for providing towability advice.

The user-accessible data sets may include data corresponding to web pages stored in memory in the backend 14 for display on the browsers of users 24-26 to provide, for example, input forms. The memory also stores predetermined truck rental data, for example, stored in tables of truck information 28, affiliate locations and directions 30, and discount data 32. The expertise-based data set includes a table 34 of vehicle towing information. Through an Internet browser and respective ISP, a user 24 may select equipment including a selection of a truck for rental and a selection of a vehicle type for towing by the selected truck, and in response the server 12 accesses the towing table 34 to determine if the selected vehicle is capable of being towed by the selected truck, and to generate a towing advice indication to the user as to whether the selected truck is appropriate for towing the selected vehicle, with such towing advice indications being sent to the user's computer through the communications interface, for example, to be displayed through the browser.

The expertise-based data set may also include an affiliate table 30 of truck-rental affiliates including geographic locations and a direction table storing travel directions to the affiliates. The user 24 then inputs selections of a departure location and a destination location through forms displayed on the browser, as describe herein, and the server 12 in response accesses the affiliate table 30 to determine the closest affiliates to the departure and destination locations, and accesses travel directions corresponding to the departure and destination locations, respectively. The server 12 then provides the travel directions to the user's computer through the communications interface via the browser.

The backend 14 may include a payment-processing sub-system 36 for establishing payment arrangements with the customer in response to user inputs corresponding to payment information. In addition, the user may input indications of the user being eligible for discounts, and the server 12 in response generates a quote for rental of a selected truck from the user-accessible data sets, and adjusts the quote using a discount determined from the discount data 32 corresponding to the user inputted discount eligibility.

The user inputs truck selection, departure and destination locations, and a pickup date, and the server 12 generates a service contract data set, including a quote for the truck rental, associated with the user to be provided to the user's computer through the communications interface via the browser of the user. The user inputs may also include a selection of moving accessories, which may be stored in a table in the backend 14, and the server 12 generates the service contract data set associated with the user which includes the costs for the accessories in the quote for the truck rental.

Upon input of a reservation confirmation command from the user, the server 12 generates a confirmation message to be provided to the user's computer through the communications interface, for example, for display and/or print out by the browser.

As shown in FIGS. 2-7 with reference to the webpages and forms shown in FIGS. 8-27, the overall operation of the system 10 is illustrated, in which an initial rental webpage is displayed as shown in FIG. 8 with hotlinks to select one-way rental or local truck rental. The forms may be generated as common gateway interface (CGI) scripts using the "PERL" scripting language and stored as a portion of the plurality of user-accessible data sets. For one-way rental, the customer is presented with a quote form as shown in FIGS. 9-10, in which a customer enters in step 38 the information needed for a quote and/or a reservation. The user is provided with

input lines or fields such as the fields 112-114, as well as pull-down menus and windows 116, 118 for selecting an input value from a range of predetermined values, such as states in window 116, and years in window 118. Checkboxes 120, 122 and/or radio buttons are also provided for specifying choices of moving accessories, optional protection plans, and discount eligibility. Other actuatable icons include a CONTINUE icon 124, which may also be labeled SUBMIT, as well as CLEAR FORM icon 126 to clear the form.

If the CONTINUE/SUBMIT button is pressed in step 40, the web server 12 redirects the form inputs to the backend 14 in step 42, which processes the form inputs. For example, the moving date entered in the pickup date windows, including window 118, is checked in step 44, and if the moving date is greater than, for example, three months, the backend 14 causes the web server 12 to generate and send a message to the customer in step 46 to indicate that moving dates beyond three months are not supported by the system 10. The operation ends in step 48, and may return to the input forms of FIGS. 9-10 to permit the user to change the dates and resubmit the form inputs.

Referring to FIG. 3, the web server 12 and/or the backend 14 then read the address information in step 50, and determine the type of search or information requested according to environmental variables; that is, the geographic locations and proximity of affiliate locations to the address inputted by the user, including the information in fields 112-116. The determination by environmental variables may be performed using mapping and travel software known in the art. The affiliate table 30 is consulted, and the system 10 determines in step 52 of FIG. 3 the closest locations, and the backend 14, through the web server 12, returns a list of closest locations, which are provided and/or displayed to the user in a webpage, for example, as shown in FIG. 11, as determined through the environmental variables. The list shown in FIG. 11 may

include radio buttons 128, 130 to allow the user to select a particular affiliate near the departure or FROM location, and the affiliate near the destination or TO location, respectively.

Through the form in FIG. 11, the user also enters vehicle information from a pull-down menu 132, and the backend 14 receives the towed vehicle information in step 56 for later processing.

As shown in FIG. 4 with reference to FIG. 11, if the user actuates a location link in step 58, for example, by actuating the radio buttons 128, 130 adjacent to a selected affiliate location, the method proceeds to step 60; otherwise, the method proceeds to step 66. In step 60, the web server 12 passes the form inputs from FIG. 11 to the backend 14, which access the affiliate table 30 to access fields containing distributor and agent/affiliate information in step 62 to find the affiliates selected by the user through FIG. 11. The backend 14 locates the associated directions and hours of operation of the selected affiliates, which are then passed through the web server 12 for display at the browsers of the user in step 64, for example, for the FROM and TO locations in FIGS. 12-13 respectively. The user may return to the Locations listing in FIG. 11 using the BACK key of the browser. The method then proceeds to step 66.

In step 66, the user may then change the inputs in step 67 and/or actuate the CONTINUE icon in FIG. 11 to complete the generation of the quote by steps 68-76 in FIG. 5. In step 68, web server 12 receives the most up-to-date selections of the user, and redirects the form inputs to the backend 14, which determines the rates from all of the users inputs and selections in step 70. The system 10 then generates a file in step 72 which is associated with the user and which contains a unique transaction identification (ID) code and rate information based on the user's inputs. If the user also selected a vehicle to be towed via input window 132 in FIG. 11, the backend 14 also generates a message in step 74 to provide towability advice to the user. The

towability advice is generated using the expertise of, for example, automotive manufacturers as to the requirements or limitations of towing a specified vehicle behind a rental truck. The expertise may be stored in records in the table 34, such as the records shown in FIG. 31A-31C using the codes shown in FIG. 32, in which one or more vehicles are listed with a corresponding message regarding advice or limitations to tow the corresponding vehicle.

The system 10 then presents the quote as well as the towability advice message, if applicable, to the user in step 76 through the forms shown in FIGS. 14-15. Such forms may be modified as desired by the user before the user completes the reservation. The user is prompted to indicate any change of information by pressing the UPDATE icon, and a reservation is initiated by pressing the RESERVE or CLICK HERE TO RESERVE icon shown in FIGS. 14-15. If the RESERVE button is pressed in step 78 shown in FIG. 6, the web server 12 redirects the form inputs to the backend 14 in step 80 for further processing.

If a vehicle is specified by the user in the input field 132 of FIG. 11, the system 10 determines from the towability table 34 if the vehicle is towable. If towability is allowed, then the user is presented with the form shown in FIG. 14, with a checkbox 134 provided to offer the user the option to include a tow dolly at the specified price shown in field 136. Once the user checks the checkbox 134, the price of the tow dolly is displayed in field 138 and added to the overall cost of the reservation. In addition, the form shown in FIG. 14 provides only a tentative reservation information sheet and does not represent a confirmed reservation. Accordingly, a warning such as THIS IS NOT A RESERVATION is displayed to the user in the field 140 shown in FIG. 14. The field 140 may also be color coded, such as colored in red, to be more readily noticed by the user.

However, if towability of the vehicle specified in field 132 is not allowed, then the user is presented with the form shown in FIG. 15, with no checkbox provided in the tow dolly field 142 comparable to the checkbox 134 in FIG. 14, so the user does not have the option to include a tow dolly in the reservation. In addition, a message may be displayed in field 144 indicating to the user that the specified vehicle is NOT TOWABLE. The field 144 may also be color coded, such as colored in red, to be more readily noticed by the user.

Similar to the form shown in FIG. 14, the form in FIG. 15 provides only a tentative reservation information sheet and does not represent a confirmed reservation. Accordingly, a warning such as THIS IS NOT A RESERVATION is displayed to the user in the field 140 shown in FIG. 15. The field 140 may also be color coded, such as colored in red, to be more readily noticed by the user.

The backend then checks in step 82 if the moving date is less than 72 hours. If so, the system 10 sends the user a message to confirm the moving date and thence to contact a telephone service center in step 84 to provide personal contact to insure and finalize the moving specifics in such a short time period. Otherwise, the system 10 proceeds to step 86 to continue the automated processing of the user's reservation. The user, in response to step 84, may have updated the moving date information, so in steps 86-90, the backend 14 reprocesses the user's information to determine the rates in step 86, to generate and/or update the user's file with the user's unique transaction ID and rate information in step 88, and to provide the user with updated towability advice in step 90.

In step 92, the system 10 then displays a payment webpage shown in FIGS. 16-17 listing the finalized reservation and quote information. The backend 14 checks the payment selection to be either cash or credit card. If cash payment is selected, the system 10 sets a cash flag 94 and

proceeds to step 102. Otherwise, in step 92, if a credit card is selected for payment, the user enters in step 96 the credit card information in the available fields in FIG. 16.

The web server 12 then redirects the form inputs in step 98 to the backend 14, and a payment sub-system 36 is accessed in step 100 to validate the credit card information. Upon validation, the system 10 proceeds to step 102 to determine if the user chooses to complete the reservation. If the user has pressed the RESERVE button shown in the form in FIG. 17, the web server 12 redirects the form inputs to the backend 14 in step 104, and the backend 14 accesses the file associated with the user and the reservation in step 106 to complete the reservation and to forward such information to the appropriate affiliate to prepare the specified rental truck and accessories by the pick-up date.

The backend 14 then generates display information to be passed through the web server 12 to the user/customer in step 108 which provides a confirmation page, as shown in FIGS. 18-19, which the user may keep for his/her records and which may be printed out. The web server 12 may also send a supplemental information web page, which may be a standard information sheet and/or disclaimers, as shown in FIG. 20, for viewing and printing by the user.

Referring to FIG. 7, the system 10 proceeds to step 110 to check if the cash flag had been set for the user's reservation. If not, the reservation process ends in step 48. Otherwise, if cash payment is selected, the backend 14 generates in step 112 a cash payment letter to be sent to the user/customer via mail, E-mail, or other transmission methods. The cash payment letter is generated to add seven days to the date of the reservation in which time the user is to provide a required cash deposit for the cash transaction. The reservation process then ends in step 48.

By implementing the disclosed system 10 in an Internet-accessible environment, customers may receive invaluable supplementary information to facilitate both their rental and

the use of an appropriate truck and towing equipment. For example, the web server 12 may access, upon user input, web pages shown in FIGS. 21-27 to provide information screens for towing a car with a car carrier or with a tow dolly. From FIG. 21, hotlinks are provided to access multiple information screens, such as truck selection guides, how-to moving guides, moving accessories, optional protection plans, location finder information, payment options, and coupons or other promotions. For example, using the how-to moving guide selection in FIG. 21, the user is presented with additional options shown in the web page of FIG. 22 which are specific to the move, with access provided by hotlinks to information for properly towing a vehicle behind the rental truck.

By actuating the TOW YOUR VEHICLE hotlink, the web page shown in FIG. 23 provides additional information and options, such as hotlines for information about tow dollies, car carriers, and a tire chart, portions of which are shown in FIGS. 24-27. Additional information web pages and/or hotlinks may be provided to permit the user to selectively access additional information.

The disclosed computerized truck rental system 10 and method have been described by way of the preferred embodiment. However, numerous modifications and substitutions may be made without departing from the spirit of the invention. For example, while the preferred embodiment discusses using the Internet, it is wholly within the purview of the invention to contemplate a non-Internet-based on-line and/or proprietary communications system for supporting the disclosed truck-rental and reservation system and method providing both information and expertise in the manner as set forth above. Accordingly, the invention has been described by way of illustration rather than limitation.

CLAIMS

WHAT IS CLAIMED IS:

1. A computer-based system for truck rentals, comprising:

a server which processes user inputs from a user's computer over a communications network and provides information responsive thereto to the user's computer over the communications network from which a service contract is generated and confirmed, the server comprising:

a memory in which is stored a plurality of data sets relating to (a) trucks which can be rented and associated rental prices for the trucks, (b) towing accessories that can be rented and towed vehicles with which the towing accessories can be used, (c) towing accessories and associated rental prices for the towing accessories, (d) expertise-based guidance relating to trucks, and (e) expertise-based guidance relating to towing accessories; and

programming responsive to user inputs to access the memory and provide data from respective data sets to user computer over the communications network.

2. In a computer-based system for truck rentals which includes a server which processes user inputs from a user's computer over a communications network and provides information responsive thereto to the user's computer over the communications network from which a service contract is generated and confirmed, wherein the improvement comprises a memory in which is stored a data set relating to towing accessories that can be rented and towed vehicles with which the towing accessories can be used, and programming responsive to a user input identifying a vehicle to be towed which accesses the memory and provides to the user

computer over the communications network data indicating availability or not of a towed accessory for the identified vehicle to be towed in accordance with the data set.

3. In a computer-based system for vehicle rentals which includes a server which processes user inputs from a user's computer over a communications network and provides information responsive thereto to the user's computer over the communications network from which a service contract is generated and confirmed, wherein the improvement comprises a memory in which is stored a data set relating to vehicle pick-up and drop-off locations and programming responsive to a user input identifying a geographical location in which the vehicle is to be picked up and a geographical location in which the vehicle is to be dropped off which accesses the memory and provides to the user computer over the communications network data indicating at least two locations closest to the geographic location input for pick-up and at least two locations nearest to the geographic location input for drop-off.

4. The system of claim 1, 2 or 3 wherein the communications network is the Internet and the programming provides the data to the user computer in the context of one or more web pages.

5. The system of claim 1 comprising a payment-processing subsystem for establishing payment arrangements with the user in response to user inputs providing payment data communicated to the server over the communications network.

6. The system of claim 1, wherein the memory stores a data set relating to discounts available to qualified users, and wherein the server, responsive to user inputs providing data relating to discount eligibility, provides a quote for rental of a selected truck including a discount corresponding to the user inputted discount eligibility data.

7. The system of claim 1, wherein the server, responsive to user inputs corresponding to truck selection, pick-up and drop-off locations, and a pickup date, generates a service contract data set, including a quote for the truck rental, associated with the user to be provided to the user's computer over the communications network.

8. The system of claim 7, wherein the user inputs include a selection of moving accessories; and

wherein the server generates the service contract data set associated with the user and including the costs for the accessories in the quote for the truck rental.

9. The system of claim 7, wherein the user inputs include a reservation confirmation command; and

wherein the server, responsive to the reservation confirmation command, generates a confirmation message to be provided to the user's computer through the communications interface.

10. An Internet-based system for aiding users to create and confirm reservations for truck rentals, the system comprising:

a web server for providing a plurality of web pages accessible through the Internet and for processing user inputs received through the Internet from a user's computer operating an Internet browser displaying the plurality of web pages, at least one web page having at least one input field for receiving the user inputs; and

a backend server operatively connected to the web server and responsive to the user inputs, the backend server having:

a memory for storing the plurality of web pages, for storing truck-related information in a database, and for storing user-generated reservation information; and

at least one program modules for processing the user inputs and the truck-related information to determine and display to the user a set of closest locations associated with a departure location and a destination location specified by the user, to access and display directions from a user-specified address to the departure and destination locations, to generate towing guide information corresponding to a user-specified vehicle to be towed by the rented truck, to generate and display a quote for the truck rental corresponding to the user inputs, for processing payment information provided by the user, for generating the reservation information from the user inputs, and for confirming the reservation to the user with a confirmation message.

11. The system of claim 10, wherein the at least one program module, responsive to modifications of the user inputs prior to confirmation of the reservation, modifies the reservation information.

12. In an Internet-based system for aiding users to create and confirm reservations for truck rentals which includes a web server for providing a plurality of web pages accessible

through the Internet and for processing user inputs received through the Internet from a user's computer operating an Internet browser displaying the plurality of web pages which include at least one input field for receiving the user inputs, the improvement comprising a web page including data fields providing all information which the system provides to a user information necessary for a service contract in response either to user input data or data available from the system in which all also data fields may be modified on the web page by the user without having to revert to another web page.

13. A computer-based method for truck rentals, comprising the steps of:

providing expertise guidance to a user for selecting trucks which can be rented;

providing expertise guidance to a user for selecting towing accessories that can be rented for a particular vehicle to be towed;

in response to user input, providing pricing information for a selected truck;

in response to user input, indicating whether a towing accessory is available for the user input information responsive to the towing accessory expertise guidance; and

if a towing accessory is available, providing pricing information for the available towing accessory.

14. In a computer-based method for truck rentals which provides truck availability and pricing information, the improvement comprising the steps of providing towed vehicle identification data to the user, receiving a towed vehicle selection, determining whether an accessory is available for the particular selected vehicle, and informing the user of the result of the determination.

15. In a computer-based method for vehicle rentals which processes user inputs from a user's computer over a communications network and provides information responsive thereto to the user's computer over the communications network from which a service contract is generated and confirmed, wherein the improvement comprises receiving user information which a user provides as part of the process of requesting a reservation for a vehicle identifying a vehicle pick-up location and a vehicle drop-off location, and providing the user with information identifying at least two locations closest to the vehicle pick-up location and at least two locations nearest to the vehicle drop-off location input by the user.

16. In an Internet-based method for aiding users to create and confirm reservations for truck rentals comprising providing information to a user which a user uses to select useful truck rental information, receiving the information input by the user and generating a reservation from for the user, the improvement comprising generating a reservation form on a web page which conations all reservation information provided in response to user input which may be changed by the user directly on the form on that web page without having to access another web page.

17. A method for facilitating truck rentals comprising the steps of:

providing a plurality of web pages accessible to a user through the Internet, at least one web page including a form for receiving user inputs;

storing in a memory truck-related information including types of trucks and associate rental prices;

storing in the memory expertise-based information, including vehicle-specific towing requirements and directions to respective locations of truck rental affiliates; and

processing user inputs with a server using the truck-related information and the expertise-related information to assist the user to generate and confirm a service contract to rent a selected truck.

18. The method of claim 17, wherein the expertise-based information includes a table of vehicle towing information; and

wherein the step of processing includes the steps of:

receiving user-input selections of equipment including a selection of a truck for rental and a selection of a vehicle type for towing by the selected truck;

accessing the vehicle towing table to determine if the selected vehicle is capable of being towed by the selected truck; and

generating a towing advice indication for display to the user whether the selected truck is appropriate for towing the selected vehicle.

19. The method of claim 17, wherein expertise-based information includes an affiliate table of truck-rental affiliates including geographic locations and a direction table storing travel directions to the affiliates; and

wherein the step of processing includes the steps of:

receiving user-inputs corresponding to a departure location and a destination location;

accessing the affiliate table to determine the closest affiliates to the departure and destination locations, respectively;

accessing travel directions for the closest affiliates; and

providing the travel directions for display to the user.

20. The method of claim 17, wherein the server includes a payment-processing sub-system; and

wherein the processing step includes the steps of:

receiving user inputs corresponding to payment information; and

establishing payment arrangements with the customer corresponding to the user inputs.

21. The method of claim 20, wherein the payment-processing sub-system includes credit-card processors; and

wherein the user inputs include credit card information.

22. The method of claim 19, wherein the user inputs indicate discount eligibility; and

wherein the processing step includes the steps of:

generating a quote for rental of a selected truck from the user-accessible data sets; and

adjusting the quote using a discount corresponding to the user inputted discount eligibility.

23. The method of claim 19, wherein the user inputs correspond to truck selection, departure and destination locations, and a pickup date; and

wherein the processing steps includes the steps of:

generating a service contract data set, including a quote for the truck rental, associated with the user.

24. The method of claim 22, wherein the user inputs include a selection of moving accessories; and

wherein the step of generating the service contract data set includes the step of:

adding the costs for the accessories in the quote for the truck rental.

25. The method of claim 22, wherein the user inputs include a reservation confirmation command; and

wherein the step of processing includes the steps of:

receiving the reservation confirmation command; and

generating a confirmation message to be provided to the user.

ABSTRACT

A computer-based system and method provide truck-rental information and expertise-based guidance to facilitate a customer's reserving and renting of a truck using a communications network. The system includes a server which processes user inputs from a user's computer over a communications network and provides information responsive thereto to the user's computer over the communications network from which a service contract is generated and confirmed. The server includes a memory and programming. In the memory, a plurality of data sets is stored relating to (a) trucks which can be rented and associated rental prices for the trucks, (b) towing accessories that can be rented and towed vehicles with which the towing accessories can be used, (c) towing accessories and associated rental prices for the towing accessories, (d) expertise-based guidance relating to trucks, and (e) expertise-based guidance relating to towing accessories. The programming responds to user inputs to access the memory and provide data from respective data sets to user computer over the communications network.

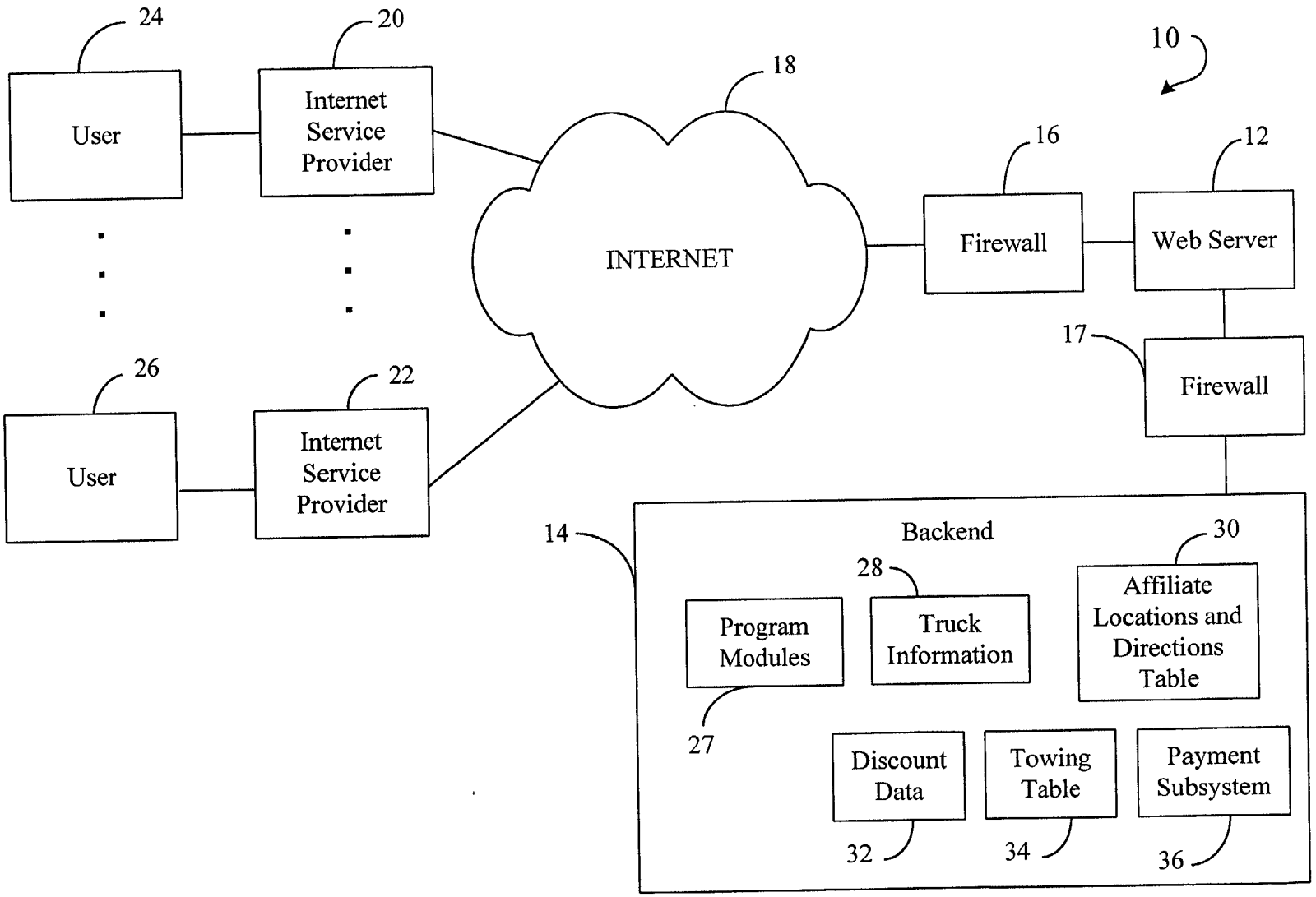
24
20
10
18
User
Internet Service Provider
INTERNET
16
12
Firewall
Web Server
17
Firewall
26
22
User
Internet Service Provider
14
Backend
30
28
Program Modules
Truck Information
Affiliate Locations and Directions Table
27
Discount Data
Towing Table
Payment Subsystem
32
34
36

FIG. 1

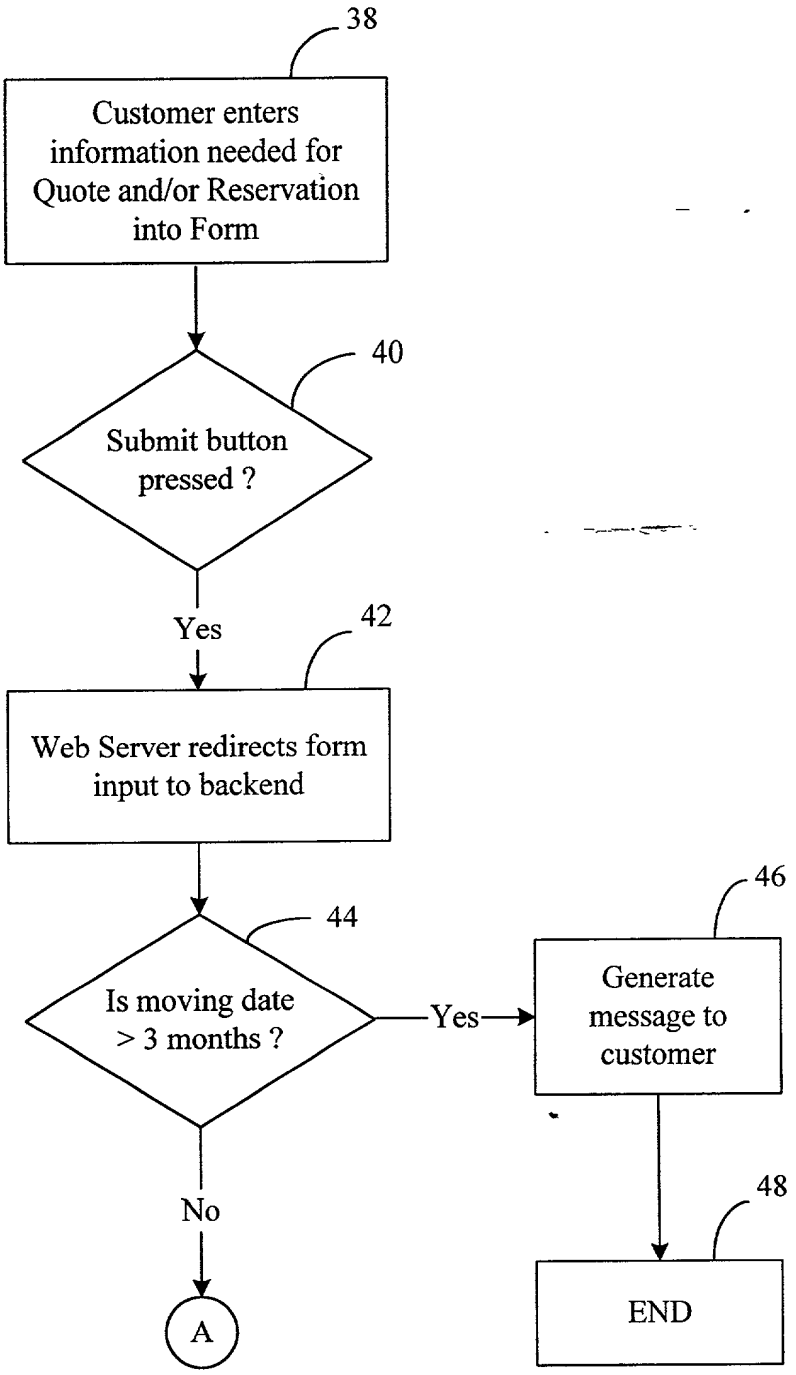
38
Customer enters information needed for Quote and/or Reservation into Form
40
Submit button pressed ?
Yes
42
Web Server redirects form input to backend
44
Is moving date > 3 months ?
Yes
46
Generate message to customer
48
END
No
A

FIG. 2

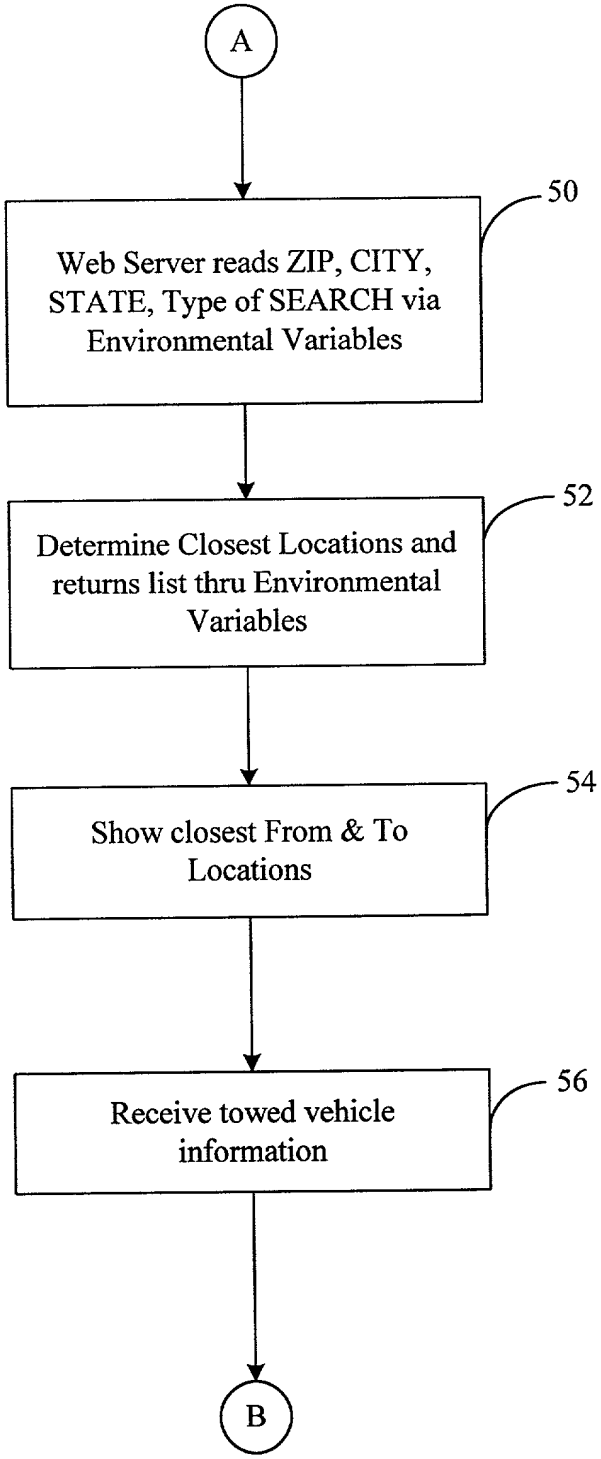
A
50
Web Server reads ZIP, CITY, STATE, Type of SEARCH via Environmental Variables
52
Determine Closest Locations and returns list thru Environmental Variables
54
Show closest From & To Locations
56
Receive towed vehicle information
B

FIG. 3

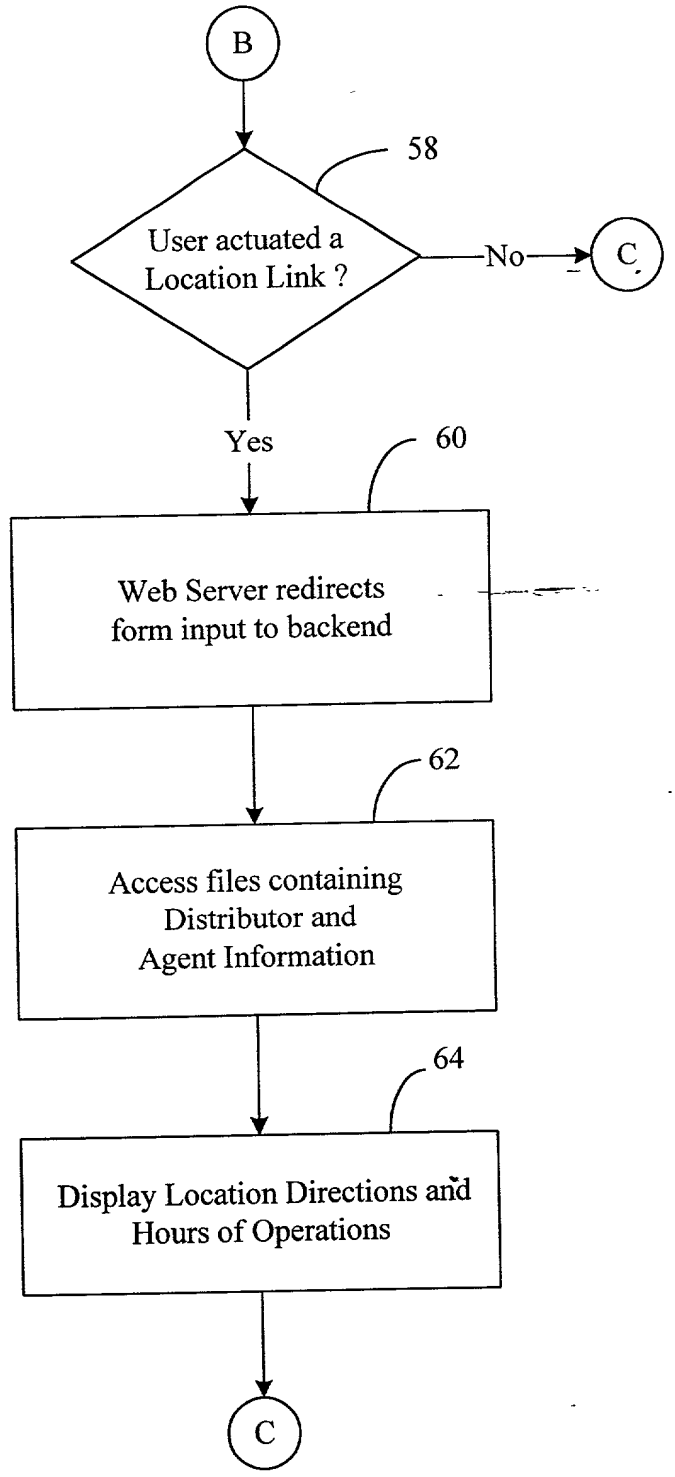
B
58
User actuated a Location Link ?
No
C
Yes
60
Web Server redirects form input to backend
62
Access files containing Distributor and Agent Information
64
Display Location Directions and Hours of Operations
C

FIG. 4

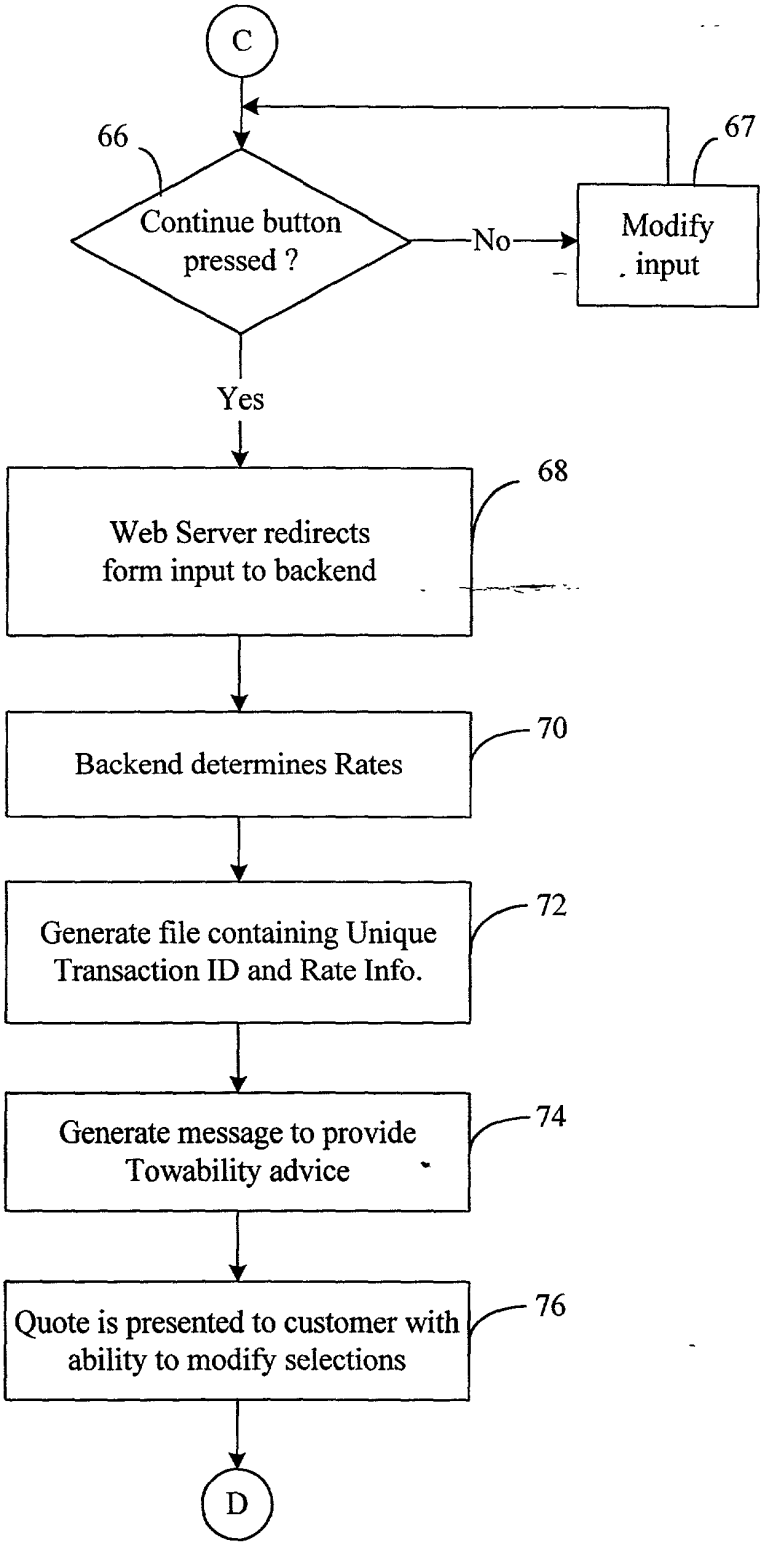
C
66
Continue button pressed ?
No
67
Modify input
Yes
68
Web Server redirects form input to backend
70
Backend determines Rates
72
Generate file containing Unique Transaction ID and Rate Info.
74
Generate message to provide Towability advice
76
Quote is presented to customer with ability to modify selections
D

FIG. 5

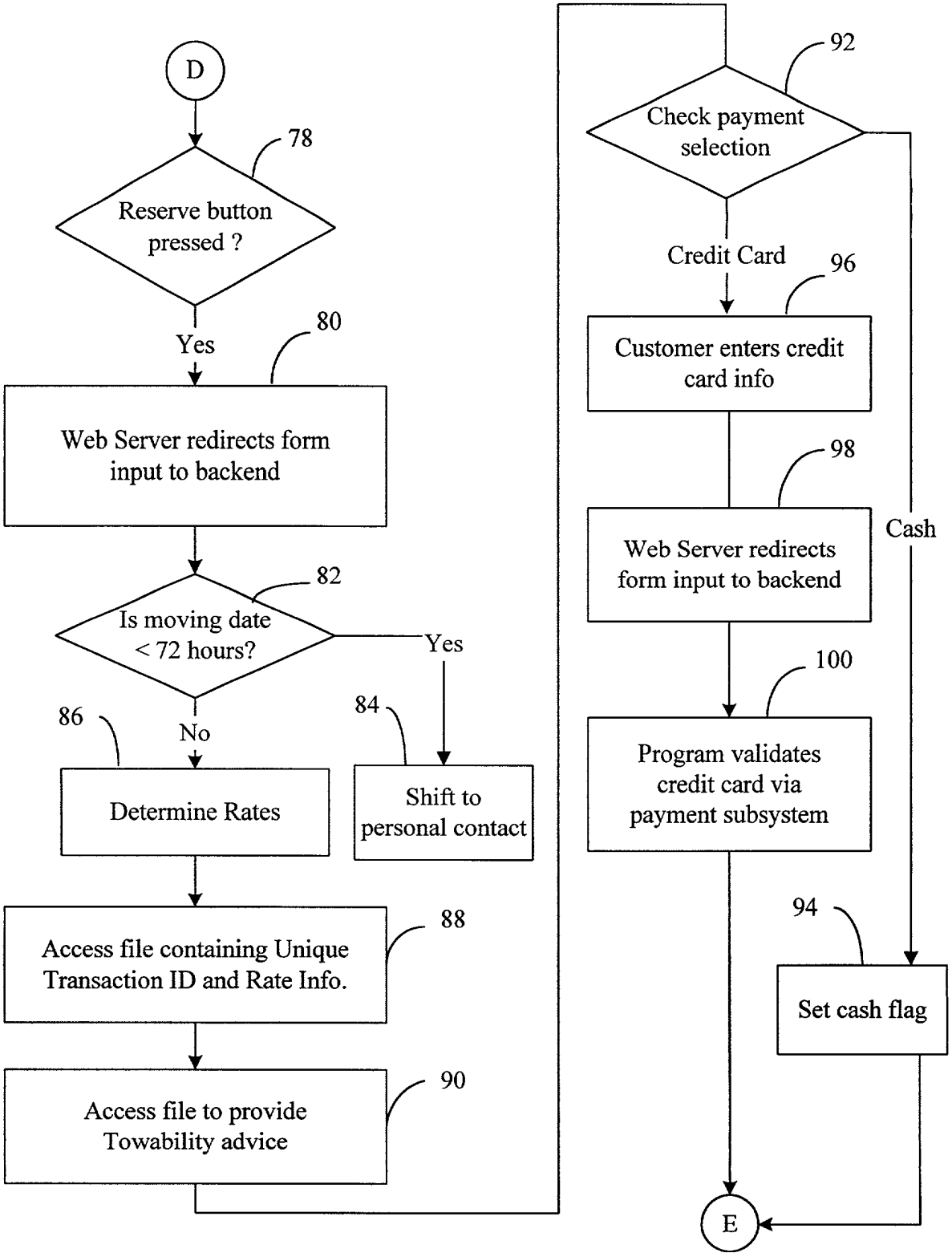
D
78
Reserve button pressed ?
Yes
80
Web Server redirects form input to backend
82
Is moving date < 72 hours?
Yes
No
86
84
Determine Rates
Shift to personal contact
88
Access file containing Unique Transaction ID and Rate Info.
90
Access file to provide Towability advice
92
Check payment selection
Credit Card
96
Customer enters credit card info
98
Web Server redirects form input to backend
Cash
100
Program validates credit card via payment subsystem
94
Set cash flag
E

FIG. 6

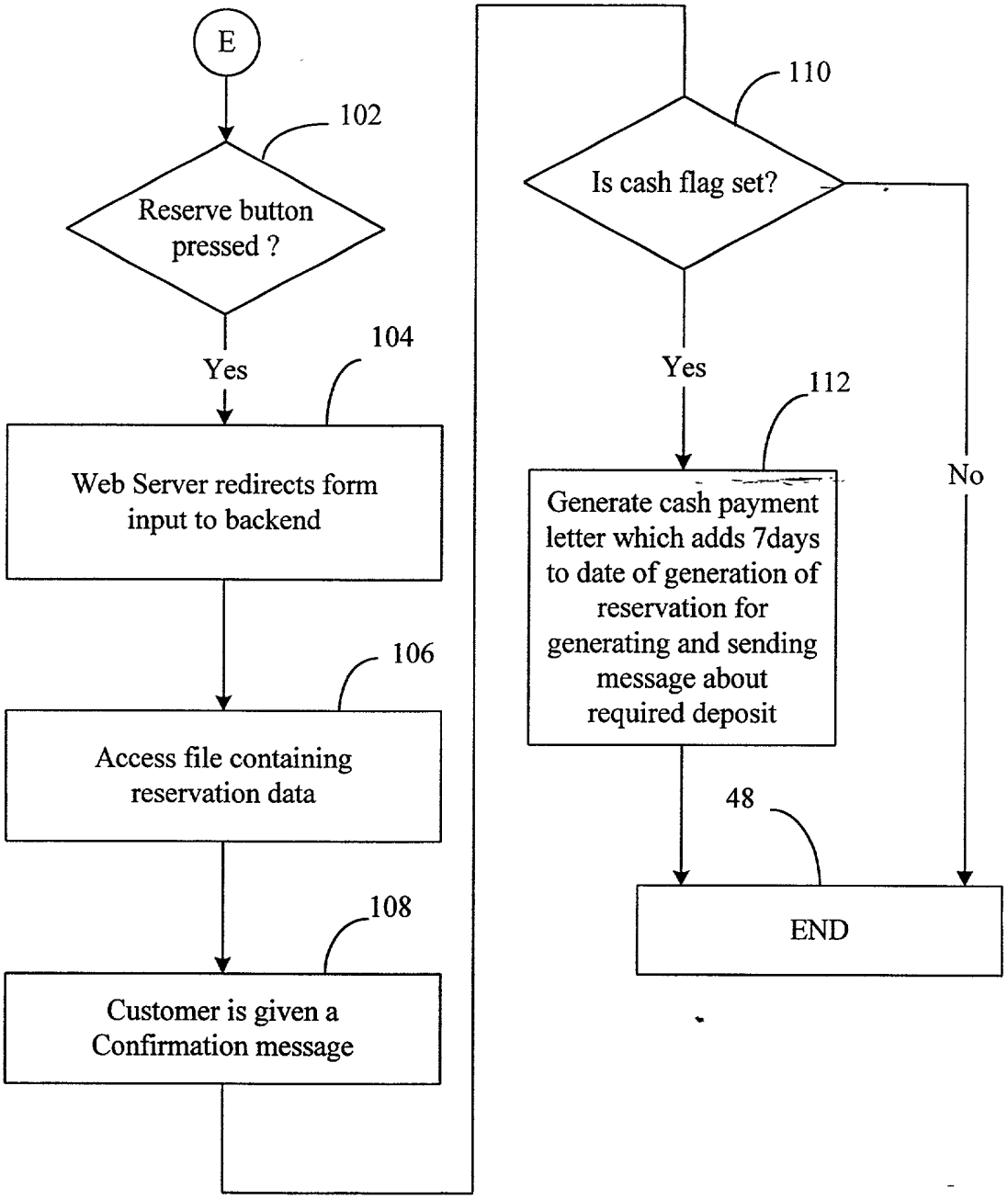
E
102
Reserve button pressed ?
Yes
104
Web Server redirects form input to backend
106
Access file containing reservation data
108
Customer is given a Confirmation message
110
Is cash flag set?
Yes
112
Generate cash payment letter which adds 7days to date of generation of reservation for generating and sending message about required deposit
No
48
END

FIG. 7

PENSKE

WE'LL TAKE YOU WHERE YOU WANT TO GO.

About Us | Value & Benefits | Services | What's New?

Home / Site Map / Search / Contact Us

Business Use
- Rental Info.
- Rent Online
- Full Service Leasing
- Integrated Logistics
- Energy & Telecomm
- Maintenance PLUS
- Info. Services

Personal Use
- Rental Info.
- Rent Online

PENSKE TRUCK LEASING
Route 10 Green Hills
Reading, PA 19603
Tel: 610-775-6000
Fax: 610-775-6432

Read our
Internet Privacy Statement
and Web Site Agreement

(c) 1999,
Penske Truck Leasing

Rent Online

What type of truck rental does your move require?

One way rental

Truck rental that will be returned to a different location when you reach your travel destination.

Local truck rental

Truck that is returned to the same location at which it was picked up.

FIG. 8

PENSKE

We'll take you where you want to go.

About Us | Value & Benefits | Services | What's New?

Home / Site Map / Search / Contact Us

Business Use
- Rental Info.
- Rent Online
- Full Service Leasing
- Integrated Logistics
- Energy Telecomm
- Maintenance PLUS
- Info. Services

Personal Use
- Rental Info.
- Rent Online

Rent Online (Personal Use)
Quote Form

To receive pricing information on-line, simply complete the quote form below.

To reserve your truck on-line, review the quote and press the ***"Click here to Reserve"*** button and fill in the requested information.

If you have any questions and wish to speak to a Penske Moving Specialist, call **1-800-222-0277** between 6:00 AM and 2:00 AM Eastern time.

Note: If you need to pick up a truck within the next 3 days, you will not be able to reserve on-line. Please call a Penske Moving Specialist at the above number.

112

First Name* Tim

Last Name* Haynes

Mailing Address* Route 10, Green Hills

City* Reading

State* PA-Pennsylvania

116

Zip* 19607

Telephone:* (610) 775 - 6470

E-mail* tim.haynes@penske.com

114

City and state you are moving FROM:

City* Reading

(Do not use periods in name. Correct: ST LOUIS or SAINT LOUIS Incorrect: ST. LOUIS)

State* PA-Pennsylvania

City and state you are moving TO:

City* wolfeboro

(Do not use periods in name. Correct: ST LOUIS or SAINT LOUIS Incorrect: ST. LOUIS)

State* NH-New Hampshire

FIG. 9

Pickup date* December 3 1999

118

Truck size* 25' Maxie Van (6 to 8 rooms)

(Not sure? Click here for a description.)

If you would like to tow a vehicle, please select the year of your car.

Year 1989

Moving Accessories:

- ☐ Hand Truck (Smart Kart)
- ☐ Furniture Pads

--- select quantity of furniture pads ---

120

- ☐ Boxes ("Let's Get Moving kit")

(Not sure about Moving Accessories? Click here for a description.)

Optional Protection Plans:

- ☐ Limited Damage Waiver
- ☐ Personal Accident/Cargo Insurance

(Not sure? Click here to decide.)

Please select any of the following that apply: (ID required when Truck is picked up) (Only one discount will apply)

- ☑ AAA
- ☐ AARP
- ☐ Active Military
- ☐ Student

122

Continue Clear Form

124 126

PENSKE TRUCK LEASING
Route 10 Green Hills
Reading, PA 19603
Tel: 610-775-6000
Fax: 610-775-6432

Read our
Internet Privacy Statement
and Web Site Agreement

(c) 1999,
Penske Truck Leasing

FIG. 10

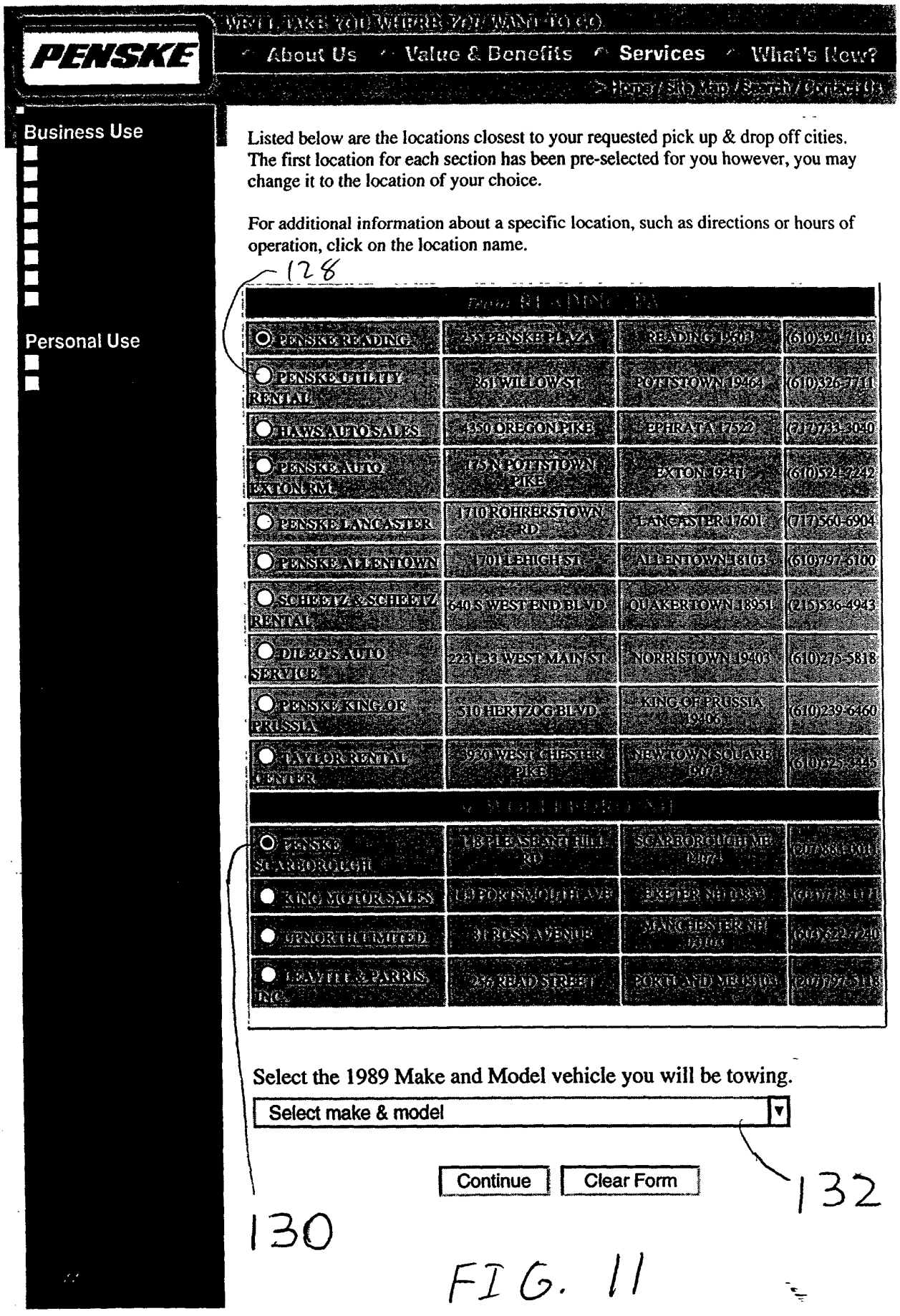
PENSKE
About Us
Value & Benefits
Services
What's New?
Business Use
Personal Use
Listed below are the locations closest to your requested pick up & drop off cities. The first location for each section has been pre-selected for you however, you may change it to the location of your choice.
For additional information about a specific location, such as directions or hours of operation, click on the location name.
128
PENSKE READING
PENSKE QUALITY RENTAL
HAWS AUTO SALES
PENSKE AUTO EXTON RM
PENSKE LANCASTER
PENSKE ALLENTOWN
SCHEETZ & SCHEETZ RENTAL
DILEO'S AUTO SERVICE
PENSKE KING OF PRUSSIA
TAYLOR RENTAL CENTER
PENSKE SCARBOROUGH
KING MOTOR SALES
UNORTH LIMITED
LEAVITT & PARRIS, INC.
Select the 1989 Make and Model vehicle you will be towing.
Select make & model
Continue
Clear Form
132
130

FIG. 11

Business Use
- Rental Info.
- Rent Online
- Full Service Leasing
- Integrated Logistics
- Energy & Telecomm
- Maintenance PLUS
- Info. Services
- Leaseway

Personal Use
- Rental Info.
- Rent Online

Press the Back key on your browser to return to the Locations listing.

Additional Information for

PENSKE READING
255 PENSKE PLAZA
READING, PA 19603
(610)320-7103

Directions

US 422 BYPASS TO PENN ST.. EXIT; CROSS PENN ST.. BRIDGE, MAKE RIGHT ON 2ND ST..; MAKE RIGHT ON FRANKLIN ST.. (1 BLOCK); AFTER RR TRACKS, PROCEED TO LOCATION ON LEFT, THIRD BUILDING IN FACILITY.

Hours of Operation

Mon	Tue	Wed	Thu	Fri	Sat	Sun
700	700	700	700	700	700	0
1700	1700	1700	1700	1700	1000	0

Press the Back key on your browser to return to the Locations listing.

FIG. 12

D455,143 S
Jan. 15, 2002

Business Use
- Rental Info.
- Rent Online
- Full Service Leasing
- Integrated Logistics
- Energy & Telecomm
- Maintenance PLUS
- Info. Services
- Leaseway

Personal Use
- Rental Info.
- Rent Online

Press the Back key on your browser to return to the Locations listing.

Additional Information for:

PENSKE SCARBOROUGH
148 PLEASEANT HILL RD
SCARBOROUGH, ME 04074
(207)883-0011

Directions

I-95 NORTH OR SOUTH TO EXIT 7. GO THROUGH TOLL BOOTH TIL RT 1. MAKE RIGHT ON RT 1 SOUTH AND GO TO SECOND LIGHT. MAKE LEFT AT LIGHT ONTO PLEASANT HILL RD. LOCATED 1 1/2 MILES ON LEFT.

Hours of Operation

Mon	Tue	Wed	Thu	Fri	Sat	Sun
800	800	800	800	800	0	0
1700	1700	1700	1700	1700	0	0

Press the Back key on your browser to return to the Locations listing.

FIG. 13

Business Use
- Rental Info.
- Rent Online
- Full Service Leasing
- Integrated Logistics
- Energy & Telecomm
- Maintenance PLUS
- Info. Services
- Leaseway

Personal Use
- Rental Info.
- Rent Online

Rate quotation for: Tim Haynes

Pick-up location: PENSKE READING
255 PENSKE PLAZA
READING , PA 19603

Pick-up date: 12/03/99

Drop-off location: PENSKE SCARBOROUGH
148 PLEASEANT HILL RD
SCARBOROUGH , ME 04074

Drop-off date: 12/07/99

140

THIS IS NOT A RESERVATION.

	Price	Extended
25' Maxie Van (6 to 8 rooms)	$ 399	
Includes FREE, UNLIMITED MILEAGE		
Towing: 1989 FORD TAURUS - ALL MODELS -		
☐ Car Carrier:	$ 220	
☑ Tow Dolly:	$ 140	$ 140
☐ Hand Truck (Smart Kart):	$ 20.00	
☐ Furniture Pads: --- Quantity ---	$ 15.00	
☐ Boxes ("Let's Get Moving kit") 1	$ 49.95	
☐ Limited Damage Waiver: 2	$ 72	
☐ Personal Accident/Cargo Insurance: 3	$ 24	
Subtotal:		$ 539
Less **12%** AAA Discount ***You Save:**		($ 64.68)
New Subtotal:		$ 474.32
Estimated Rental Tax		$ 45.95
Approximate Total Charge		$ 520.27
If you changed any items, please press this button to update.		update

1. Boxes ("Let's Get Moving kit") price of $ 49.95 already includes tax.
2. LDW is not included in the discount.
3. PAI is not included in the discount and is not taxable.

THIS IS NOT A RESERVATION.

136

134

138

Click here to Reserve | Do NOT Reserve

FIG. 14

Business Use
- Rental Info.
- Rent Online
- Full Service Leasing
- Integrated Logistics
- Energy & Telecomm
- Maintenance PLUS
- Info. Services
- Leaseway

Personal Use
- Rental Info.
- Rent Online

Rate quotation for: Tim Haynes

Pick-up location: PENSKE READING
255 PENSKE PLAZA
READING , PA 19603

Pick-up date: 12/03/99

Drop-off location: PENSKE SCARBOROUGH
148 PLEASEANT HILL RD
SCARBOROUGH , ME 04074

Drop-off date: 12/07/99

140

THIS IS NOT A RESERVATION.

	Price	Extended
25' Maxie Van (6 to 8 rooms)		$ 289
Includes FREE, UNLIMITED MILEAGE		
Towing: 1999 AUDI TT QUATTRO		
☐ Car Carrier:	$ 150	
Tow Dolly:	Not Towable	
☐ Hand Truck (Smart Kart):	$ 20.00	
☐ Furniture Pads: — Quantity —	$ 15.00	
☐ Boxes ("Let's Get Moving kit") 1	$ 49.95	
☐ Limited Damage Waiver: 2	$ 36	
☐ Personal Accident/Cargo Insurance: 3	$ 12	
Subtotal:		$ 289
Less 12% AAA Discount ***You Save:*		($ 34.68)
New Subtotal:		$ 254.32
Estimated Rental Tax		$ 24.35
Approximate Total Charge		$ 278.67
If you changed any items, please press this button to update.		update

142

144

1. Boxes ("Let's Get Moving kit") price of $ 49.95 already includes tax.
2. LDW is not included in the discount.
3. PAI is not included in the discount and is not taxable.

THIS IS NOT A RESERVATION.

Click here to Reserve | Do NOT Reserve

FIG. 15

Business Use
- Rental Info.
- Rent Online
- Full Service Leasing
- Integrated Logistics
- Energy & Telecomm
- Maintenance PLUS
- Info. Services
- Leaseway

Personal Use
- Rental Info.
- Rent Online

Reservation Express

To guarantee your reservation, please click the appropriate payment method. Payment is required at time of pickup.

Credit Card Information

Type of Card:
- ○ Discover
- ○ MasterCard
- ○ VISA
- ◉ Amex
- ○ Cash

Card Number: [redacted]

Cardholder's Name: Timothy C. Haynes

Expiration Date (month, year): January 2001

If paying by cash, a $100.00 refundable* deposit is required within 7 days of the date the reservation is made. When paying by credit card, charges will be made at the time of pickup. The cardholder must be present, with the card, to make payment when the truck is picked up.

Please confirm the information below is correct. If it is incorrect, press the *Back* button on your browser and correct the information. When correct, fill out the payment information below.

Pick Up On: 12/03/99
At: PENSKE READING
255 PENSKE PLAZA
READING , PA 19603
(610) 320-7103

Drop Off On: 12/07/99
At: PENSKE SCARBOROUGH
148 PLEASEANT HILL RD
SCARBOROUGH , ME 04074
(207) 883-0011

FIG. 16

Rental Rate	(25 Ft Truck with 4 days Travel)	$ 399
Tow Device	Tow Dolly	$ 140
Hand Truck (Smart Kart)		NONE
Furniture Pads		NONE
Boxes ("Let's Get Moving kit")		NONE
Limited Damage Waiver	(Optional)	NONE
Personal Accident/Cargo Insurance	(Optional)	NONE
Subtotal:		$ 539
Less **12%** AAA Discount	***You Save:*	($ 64.68)
New Subtotal:		$ 474.32
Estimated Rental Tax		$ 45.95
Approximate Total Charge		**$ 520.27**

1. Boxes ("Let's Get Moving kit") price of $ 49.95 already includes tax.
2. LDW is not included in the discount.
3. PAI is not included in the discount and is not taxable.

Reserve

PENSKE TRUCK LEASING
Route 10 Green Hills
Reading, PA 19603
Tel: 610-775-6000
Fax: 610-775-6432

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Internet Privacy Statement
and Web Site Agreement

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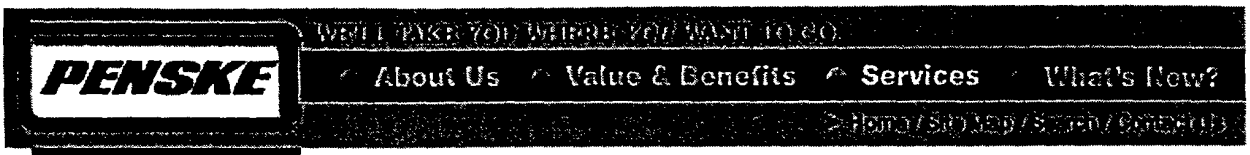
Penske Truck Leasing

FIG. 17



Business Use
- Rental Info.
- Rent Online
- Full Service Leasing
- Integrated Logistics
- Energy & Telecomm
- Maintenance PLUS
- Info. Services
- Leaseway

Personal Use
- Rental Info.
- Rent Online

Penske Truck Rental is a service of Penske Truck Leasing Co.

PENSKE TRUCK LEASING CO. / ROUTE 10 GREEN HILLS / P.O. BOX 391 / READING, PA 19603-0391

TELEPHONE: (800)664-1761 www.penske.com/ptl

CONFIRMED RESERVATION

Tim Haynes
Route 10, Green Hills
Reading, PA 19607
(610)775-6470
tim.haynes@penske.com

Dear Tim Haynes,

Thank you for choosing Penske Truck Rental. Outlined below are the details of your move. In addition we have noted important information for your rental, to ensure your move is hassle free.

Pick Up On: 12/03/99
At: PENSKE READING
255 PENSKE PLAZA
READING , PA 19603
(610) 320-7103

Drop Off On: 12/07/99
At: PENSKE SCARBOROUGH
148 PLEASEANT HILL RD
SCARBOROUGH , ME 04074
(207) 883-0011

FIG. 18

[redacted]

Rental Rate	(25 Ft Truck with 4 days Travel)	$ 399
Tow Device	Tow Dolly	$ 140
Hand Truck (Smart Kart)		NONE
Furniture Pads		NONE
Boxes ("Let's Get Moving kit")		NONE
Limited Damage Waiver	(Optional)	NONE
Personal Accident/Cargo Insurance	(Optional)	NONE
Subtotal:		$ 539
Less 12% AAA Discount	***You Save:*	($ 64.68)
New Subtotal:		$ 474.32
Estimated Rental Tax		$ 45.95
Approximate Total Charge		**$ 520.27**

1. Boxes ("Let's Get Moving kit") price of $ 49.95 already includes tax.
2. LDW is not included in the discount.
3. PAI is not included in the discount and is not taxable.

If paying by credit card, the cardholder must be present for an imprint and signature. If you need to change your rental, please contact us at **1-800-664-1761**.

It is our pleasure assisting you with your upcoming move.

[redacted]

RESERVATIONS

FIG. 19

* Reservations can be guaranteed by either credit card, cash, money order or cashier's check. **If paying by cash a $100 deposit must be received within 7 days of the date reserved to guarantee the rate and hold the truck.** The $100 deposit is in addition to the total rental amount. The deposit can be brought into either your pick-up or drop-off location.

* If reserving by credit card we accept Discover, Visa, MasterCard or American Express.

* **One date change is permitted without altering rate.** The new date must fall within a 60 day period from original booking date.

* **To avoid a $25 cancellation fee, please cancel 48 hours prior to pick up date.**

TRUCK RENTAL

* If you need additional information about your pick up or drop off location, please contact them directly prior to your move.

* **Full payment is due at time of pick-up.** The card holder must be present for an imprint of card and signature.

* Your truck will have a full tank of gas at time of pick-up. You will need to return the truck with a full tank.

* To help you plan your gas expenses you should estimate the following mpg. **This can vary based on load and terrain.**

  - 10 ft. 6-10 mpg.
  - 15 ft. 6-10 mpg.
  - 20 ft. 4-7 mpg.
  - 25 ft. 4-7 mpg.

* Please insure all personal items are removed from cab and cargo area before returning truck.

* If you have arranged to drop the truck off after hours of operation please leave the keys and contract in the drop off box. Retain one copy of the contract for your records.

FIG. 20

PENSKE

Services

Business Use
- Rental Info.
- Rent Online
- Full Service Leasing
- Maintenance Facilities
- Financial
- Telematics
- Maintenance Plans
- ASE Services

Personal Use
- Rental Info.
- Rent Online

PENSKE TRUCK LEASING
Route 10 Green Hills
Reading, PA 19603
Tel: 610-775-6000
Fax: 610-775-6540

Read our Copyright, Trademark and Website Agreement

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Rental Information

Things to consider when renting a truck.

Truck Selection Guide
A quick overview of the trucks available for your move.

"How To" Moving Guide
Determine which size truck you'll need ... how to protect your belongings when packing ... and much more!

Moving Accessories
Check out our full line of sturdy moving boxes, furniture pads, multipurpose hand truck and more.

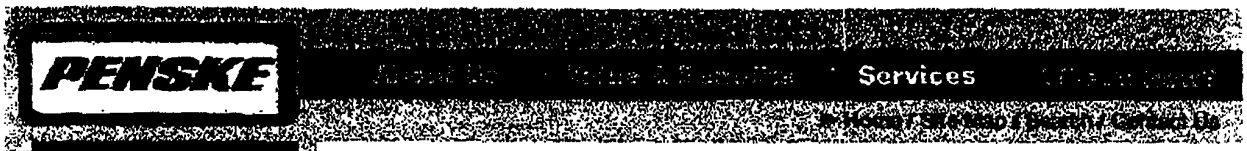
Optional Protection Plans
Protect your rental truck, belongings, passengers and yourself with your choice of plans.

Location Finder
Find the Penske Leasing facility nearest you.

Payment Options
Reserve your truck with the payment option most convenient for you.

Coupons
Print your own coupons for special online discounts!

FIG. 21



Business Use

- Rental Info
- Rent Online
- Full Service Leasing
- Logistics Management
- Dedicated Contract Carriage
- Used Truck Sales
- Idle Services

Personal Use

- Rental Info
- Rent Online

PENSKE TRUCK LEASING
Route 10 Green Hills
Reading, PA 19603
Tel: 610-775-8000
Fax: 610-775-8437

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"How To" Moving Guide

Measure Your Move
Find out how to estimate the size of your load so you'll know which size truck to rent.

Packing Made Easy
From beds and dishes to plants and valuables, find out how to pack your belongings to keep them safe. Special pet section!

Plan Your Move
Here's a simple checklist to help avoid trying to do everything at once.

Tow Your Vehicle
How to safely move your car with our tow dolly or car carrier.

On the Road
Safety tips for driving your rented truck and more.

Truck Selection Guide / "How To" Moving Guide / Moving Accessories
Optional Protection Plans / Location Finder / Payment Options / Coupons

FIG. 22

Business Use
Personal Use
Rental Info.

"How To" Moving Guide

Measure Your Move / Packing Made Easy / Plan Your Move
Tow Your Vehicle / On the Road

Tow Your Vehicle

Tow Dolly / Car Carrier / Tire Chart

Important! Please read.

For Tow Dolly and Car Carrier

- To prevent damage to your transmission, disconnect the drive shaft on rear- and four-wheel drive vehicles when using a **tow dolly**.
- Straighten swivel platform on **tow dolly** before loading vehicle and make certain platform and vehicle are both straight before unloading.
- Do not load or unload vehicle from **tow dolly** with ratchet handle in the up position.
- Do not back up with **tow dolly** hitched to the truck as it will damage the tow dolly and your vehicle. Unload your vehicle, unhitch the tow dolly and move separately.
- Do not pack goods in the towed vehicle, or on the **tow dolly** or **car carrier**.
- Overloading or exceeding width limit on the **tow dolly** or **car carrier** will result in damage to both your vehicle and the towing device.
- The **tow dolly** or **car carrier** must be attached to the towing truck before loading the vehicle to be transported.

If you have any questions, consult the tow dolly or car carrier instruction areas or call your local Penske representative. A free instructional video is also available upon request. Call 1-800-222-0277.

Truck Selection Guide / "How To" Moving Guide / Moving Accessories
Optional Protection Plans / Location Finder / Payment Options / Coupons

PENSKE TRUCK LEASING
Route 10 Green Hills
Reading, PA 19603
Tel: 610-775-5000
Fax: 610-775-6422

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FIG. 23

"How To" Moving Guide

Measure Your Move / Packing Made Easy / Plan Your Move
Tow Your Vehicle / On the Road

Tow Your Vehicle

Tow Dolly Instructions

The tow dolly may only be used with a Penske truck. When used properly, the tow dolly can provide a safe and effective means to transport a vehicle within the following limitations. Contact your local Penske representative if you have any questions.

WARNING: Read before using the Tow Dolly.

Tow Dolly Load Limitations

Towed vehicle at widest point:	74"
Maximum weight:	
Front-wheel drive	3,950 lbs.
Rear-wheel or Four-wheel drive	4,250 lbs.
Maximum size for tires:	
17" or larger tires	Not Towable
16" tires	225 60 R
15" tires	225 75 R
14" tires	235 70 R
Minimum size for tires:	
13" tires	165 70 R
12" tires	Not Towable

To refer to tire size chart click here.

- Vehicle must be centered with front end on tow dolly facing forward.
- Vehicles with low front end or air dams may not have enough ground clearance to drive up on tow dolly platform.
- Vehicle must have lockable steering.
- Rear-wheel or four-wheel drive vehicles must have drive shaft disconnected.
- Do not tow mid- or rear-engine mounted vehicles.

FIG. 24

Business Use
- Rental Info.
- Rent Online
- Full Service Leasing
- Integrated Logistics
- Energy & Telecomm
- Maintenance PLUS
- Info. Services

Personal Use
- Rental Info.
- Rent Online

"How To" Moving Guide

Measure Your Move / Packing Made Easy / Plan Your Move
Tow Your Vehicle / On the Road

Tow Your Vehicle

Car Carrier Instructions

The car carrier may only be used with a Penske truck. When used properly, the car carrier can provide a safe and effective means to transport a vehicle within the following limitations. Contact your local Penske representative if you have any questions.

WARNING: Read before using the Car Carrier.

Car Carrier Load Limitations

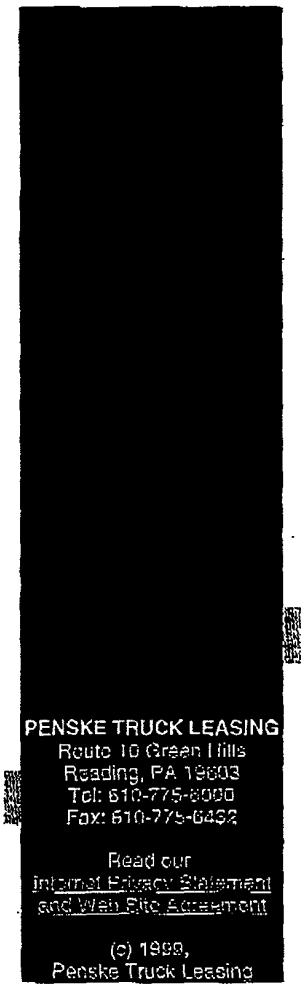
Towed vehicle at widest point:	79"
Minimum width:	42" between inside of tires
Maximum weight:	4,055 lbs.
Maximum wheel base:	125"
Maximum size for tires:	
17" or larger tires	Not Transportable
16" tires	265 70 R
15" tires	265 60 R
14" tires	265 60 R
Minimum size for tires:	
13" tires	165 70 R
12" tires	Not Transportable

To refer to tire size chart click here.

- Vehicle must be centered with front end on car carrier facing forward.
- Vehicles with low front end or air dams may not have enough ground clearance to drive up the car carrier ramps.
- Towed vehicles must not be loaded with possessions, people, pets, etc.

IMPORTANT

FIG. 25



PENSKE TRUCK LEASING
Route 10 Green Hills
Reading, PA 19603
Tel: 610-775-8000
Fax: 610-775-6492

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1. Do not unhook car carrier from truck until transported vehicle is removed from car carrier.
2. Park truck and car carrier straight and on level ground.
3. Fully apply the parking brakes on the Penske truck and the transported vehicle..
4. Remove tire straps from the towed vehicle, placing the ratchet handle in the down position.
5. Push down on ramp release latch and pull ramps out completely using the ramp handle. Lower ramps to the ground.
6. Release parking brake on transported vehicle.
7. SLOWLY back transported vehicle off of car carrier to prevent bottom of vehicle from contacting ramps.
8. Return car carrier ramps to the storage position and make sure they are locked in place.
9. Take up excess slack of tire straps in ratchet assembly.
10. Place safety chains in storage position.

Truck Selection Guide / "How To" Moving Guide / Moving Accessories
Optional Protection Plans / Location Finder / Payment Options / Coupons

FIG. 26

Business Use
Personal Use
Rental Info

"How To" Moving Guide

Measure Your Move / Packing Made Easy / Plan Your Move
Tow Your Vehicle / On the Road

Tow Your Vehicle

Tire Chart

Tire Size Chart

TD = Tow Dolly
CC = Car Carrier
Y = Yes, tire within limitations
N = No, tire too small or large

12" Wheel
All sizes too small.

13" Wheel

	TD	CC
145 80 R 13	N	N
155 70 R 13	N	N
155 80 R 13	N	N
165 65 R 13	N	N
165 70 R 13	Y	Y
165 75 R 13	Y	Y
165 80 R 13	Y	Y
175 70 R 13	Y	Y
175 75 R 13	Y	Y
175 80 R 13	Y	Y
185 60 R 13	Y	Y
185 70 R 13	Y	Y
185 75 R 13	Y	Y
185 80 R 13	Y	Y
195 60 R 13	Y	Y
195 65 R 13	Y	Y
195 70 R 13	Y	Y
205 60 R 13	Y	Y
205 70 R 13	Y	Y
215 50 R 13	Y	Y
215 60 R 13	Y	Y
235 50 R 13	Y	Y
235 60 R 13	Y	Y
245 50 R 13	Y	Y

14" Wheel

	TD	CC
165 80 R 14	Y	Y
175 60 R 14	Y	Y
175 65 R 14	Y	Y
175 70 R 14	Y	Y
175 75 R 14	Y	Y
175 80 R 14	Y	Y
185 60 R 14	Y	Y
185 65 R 14	Y	Y
185 70 R 14	Y	Y
185 75 R 14	Y	Y
185 80 R 14	Y	Y
195 60 R 14	Y	Y
195 70 R 14	Y	Y
195 75 R 14	Y	Y
205 60 R 14	Y	Y
205 65 R 14	Y	Y
205 70 R 14	Y	Y
205 75 R 14	Y	Y
215 60 R 14	Y	Y
215 65 R 14	Y	Y
215 70 R 14	Y	Y
215 75 R 14	Y	Y
225 60 R 14	Y	Y
225 70 R 14	Y	Y
225 75 R 14	Y	Y
235 60 R 14	Y	Y
235 70 R 14	Y	Y
245 50 R 14	N	Y
245 60 R 14	N	Y
245 70 R 14	N	Y
255 55 R 14	N	Y
255 60 R 14	N	Y
265 50 R 14	N	Y
265 60 R 14	N	Y

15" Wheel

	TD	CC
155 80 R 15	Y	Y
165 80 R 15	Y	Y
175 75 R 15	Y	Y
185 60 R 15	Y	Y
185 70 R 15	Y	Y
185 75 R 15	Y	Y
185 80 R 15	Y	Y
195 60 R 15	Y	Y
195 65 R 15	Y	Y
195 70 R 15	Y	Y
195 75 R 15	Y	Y
195 80 R 15	Y	Y
205 60 R 15	Y	Y
205 65 R 15	Y	Y
205 70 R 15	Y	Y
205 75 R 15	Y	Y
215 60 R 15	Y	Y
215 65 R 15	Y	Y
215 70 R 15	Y	Y
215 75 R 15	Y	Y
225 60 R 15	Y	Y
225 70 R 15	Y	Y
225 75 R 15	Y	Y
235 60 R 15	N	Y
235 70 R 15	N	Y
235 75 R 15	N	Y
245 50 R 15	N	Y
245 60 R 15	N	Y
245 70 R 15	N	Y
255 55 R 15	N	Y
265 60 R 15	N	Y
265 65 R 15	N	Y
265 70 R 15	N	Y
265 75 R 15	N	Y
265 80 R 15	N	Y
275 50 R 15	N	N
275 60 R 15	N	N
285 50 R 15	N	N
325 50 R 15	N	N
30 9.50 R 15	N	N
31 10.50 R 15	N	N
31 11.50 R 15	N	N
32 11.50 R 15	N	N
33 12.50 R 15	N	N

16" Wheel

	TD	CC
205 55 R 16	Y	Y
215 60 R 16	Y	Y
225 50 R 16	Y	Y
225 55 R 16	Y	Y
225 60 R 16	Y	Y
225 70 R 16	N	Y
235 50 R 16	N	Y
235 55 R 16	N	Y
235 60 R 16	N	Y
235 75 R 16	N	Y
245 50 R 16	N	Y
245 70 R 16	N	Y
245 75 R 16	N	Y
255 50 R 16	N	Y

FIG. 27

```
     A*      Title:  FT1WOBH                 Application Number: T1W.08.A
     A*
     A* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *
     A*
     A*  Function:  One Way Outbound Header File
     A*
     A*    Author:  April Ottey       7/22/87
     A*
     A*    Change:  April Ottey  2/25/88-Add LDW,PAI, & Max Days Fields
     A*
@Doc  ************************************************************************
@Doc  *  Changed by:Barry R. Long              Date:06/19/90                  *
@Doc  *           Add Extra Fields                                           *
@Doc  *                                                                      *
@Doc  ************************************************************************
@Doc  *  Changed by:Tim Cunnius                Date:03/24/95                  *
@Doc  *           Add Car Carrier Insurance Rate Fields                      *
@Doc  *                                                                      *
@Doc  ************************************************************************
Y2    *Changed by:MIKE KERSIC                 Date:07/01/98                  *
Y2    * YEAR 2000  COMPLIANCE     PROJECT #G752     PHASE I COMPLETE         *
Y2    *    NO CHANGES NEEDED, FILE IS YEAR 2000 COMPLIANT                    *
     A                                        UNIQUE
     A          R RT1WOBH                     TEXT('One Way Outbound Header')
     A*
     A*                          ** Key Fields **
     A*
     A            ORHOSC         3  0         TEXT('Outbound State Code')
     A                                        COLHDG('Outbound' 'State' 'Code')
     A*
     A            ORHISC         3  0         TEXT('Inbound State Code')
     A                                        COLHDG('Inbound' 'State' 'Code')
     A*
     A*                          ** Detail **
     A*
     A            ORHOSN        18A           TEXT('Outbound State Name')
     A                                        COLHDG('Outbound' 'State' 'Name')
     A            ORMEMO        20A           TEXT('Memo')
     A                                        COLHDG('Memo')
     A            ORHLDW         5  0         TEXT('Ldw')
     A                                        COLHDG('Ldw')
     A            ORHPAI         5  0         TEXT('Pai')
     A                                        COLHDG('Pai')
     A            ORHCIN         5  0         TEXT('Car Carrier Insurance $')
     A                                        COLHDG('Car Carrier' 'Insurance $')
     A            ORHLDY         3  0         TEXT('Ldw Max Days')
     A                                        COLHDG('Ldw' 'Max' 'Days')
     A            ORHPDY         3  0         TEXT('Pai Max Days')
     A                                        COLHDG('Pai' 'Max' 'Days')
     A            ORHCIY         3  0         TEXT('Car Carrier Ins. Max Days')
     A                                        COLHDG('Car Carrier' 'Ins Max Days
     A            ORHINA        13  0         TEXT('Inactive Date/Time')
     A                                        COLHDG('Inactive' 'Date/Time')
     A*
     A*                        ** Extra Fields **
     A*
     A            ORH1A1         1           TEXT('Extra Field 1 - Alpha 1')
     A                                        COLHDG('Xtra1' '1 A')
     A            ORH2A1         1           TEXT('Extra Field 2 - Alpha 1')
     A                                        COLHDG('Xtra2' '1 A')
     A            ORH3A8         8           TEXT('Extra Field 3 - Alpha 8')
```

FIG. 28A

```
A
A                ORH4A8          8          COLHDG('Extra 3' '8 A')
A                                           TEXT('Extra Field 4 - Alpha 8')
A                ORH570          7  0       COLHDG('Extra 4' '8 A')
A                                           TEXT('Extra Field 5 - Packed 7.
A                                           COLHDG('Extra 5' '7.0 P')
A                ORH670          7  0       EDTCDE(K)
A                                           TEXT('Extra Field 6 - Packed 7.
A                                           COLHDG('Extra 6' '7.0 P')
A                ORH772          7  2       EDTCDE(K)
A                                           TEXT('Extra Field 7 - Packed 7.
A                                           COLHDG('Extra 7' '7.2 P')
A                ORH872          7  2       EDTCDE(K)
A                                           TEXT('Extra Field 8 - Packed 7.2
A                                           COLHDG('Extra 8' '7.2 P')
A                ORH972          7  2       EDTCDE(K)
A                                           TEXT('Extra Field 9 - Packed 7.2
A                                           COLHDG('Extra 9' '7.2 P')
A                                           EDTCDE(K)
A*
A*                          ** Record History **
A*
A                ORHEDT          7  0       TEXT('Entered yy/mm/dd')
A                                           COLHDG('Entered' 'yy/mm/dd')
A                                           EDTCDE(Y)
A                ORHEBY          3          TEXT('Entered By Initials')
A                                           COLHDG('Entd' 'By')
A                ORHCDT          7  0       TEXT('Last Change yy/mm/dd')
A                                           COLHDG('Last' 'Change' 'yy/mm/dd'
A                                           EDTCDE(Y)
A                ORHCBY          3          TEXT('Last Change By Initials')
A                                           COLHDG('Last' 'Chg.' 'By')
A                ORHOWN          4          TEXT('Owning Machine')
A                                           COLHDG('Owning' 'Machine')
A                ORHONA          4          TEXT('Owning Area Number')
A*                                          COLHDG('Owning' 'Area' 'No.')
A*               ORHOND          4          TEXT('Owning District Number')
A*                                          COLHDG('Owning' 'District' 'No.')
A*               ORHONL          2          TEXT('Owning Location Number')
A*                                          COLHDG('Owning' 'Location' 'No.')
A*
A                ORHTSZ          2          TEXT('Survey Truck Size')
A                                           COLHDG('Survey' 'Truck' 'Size')
A                ORHMM2         20A         TEXT('More Memos')
A                                           COLHDG('More' 'Memos')
A                ORHRS1         50A         TEXT('Rate Sheet Memo 1')
A                                           COLHDG('Rate Sheet' 'Memo 1')
A                ORHRS2         50A         TEXT('Rate Sheet Memo 2')
A                                           COLHDG('Rate Sheet' 'Memo 2')
A                ORHRS3         50A         TEXT('Rate Sheet Memo 3')
A                                           COLHDG('Rate Sheet' 'Memo 3')
A                ORHRS4         50A         TEXT('Rate Sheet Memo 4')
A                                           COLHDG('Rate Sheet' 'Memo 4')
A*
A              K ORHOSC
A              K ORHISC
```

FIG. 28B

```
     A*      Title:  FT1WOBDH                Application Number: T1W.09.B
     A*
     A* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *
     A*
     A*  Function:  One Way Outbound History Detail File
     A*
     A*    Author:  D.L. Stefan      12/07/87
     A*
     A*    Change:  April Ottey  3/03/88 Add Class E Amount & LDW,PAI
@Doc  ************************************************************************
@Doc  *  Changed by:Barry R. Long              Date:06/19/90                  *
@Doc  *           Add Percentages & Special Code for Class A-E.              *
@Doc  *           Add Towdolly Amounts, Default & Special Code.              *
@Doc  *           Add Extra Fields                                           *
@Doc  *                                                                      *
@Doc  ************************************************************************
@Doc  *  Changed by:Tim Cunnius                Date:03/24/95                  *
@Doc  *           Add Car Carrier Insurance Rate Fields and                  *
@Doc  *           fields for tow additional tow devices.                     *
@Doc  *                                                                      *
Y2    *Changed by:MIKE KERSIC               Date:07/01/98                  *
Y2    * YEAR 2000  COMPLIANCE     PROJECT #G752     PHASE I COMPLETE  *
Y2    *    NO CHANGES NEEDED, FILE IS YEAR 2000 COMPLIANT                  *
@Doc  ************************************************************************
     A*
     A                                      UNIQUE
     A           R RT1WOBDH                 TEXT('One Way Outbound Detail')
     A*
     A*                          ** Key Fields **
     A*
     A             OHDOSC        3  0       TEXT('Outbound State Code')
     A                                      COLHDG('Outbound' 'State' 'Code')
     A*
     A             OHDISC        3  0       TEXT('Inbound State Code')
     A                                      COLHDG('Inbound' 'State' 'Code')
     A*
     A*                          ** Detail **
     A*
     A             OHDISN       18A         TEXT('Inbound State Name')
     A                                      COLHDG('Inbound' 'State' 'Name')
     A             OHDSCT        2A         TEXT('Discount Code A&B')
     A                                      COLHDG('Discount' 'Code' 'A&B')
     A             OHDSC2        2A         TEXT('Discount Code C&D')
     A                                      COLHDG('Discount' 'Code' 'C&D')
     A             OHDAYS        3  0       TEXT('Days Included')
     A                                      COLHDG('Days' 'Included')
     A             OHAAMT        4  0       TEXT('Class A Amount')
     A                                      COLHDG('Class' 'A' 'Amount')
     A             OHAPCT        5  2       TEXT('Class A Percent')
     A                                      COLHDG('Class' 'A' 'Percent')
     A             OHASPL        1          TEXT('Class A Special')
     A                                      COLHDG('Class' 'A' 'Special')
     A             OHBAMT        4  0       TEXT('Class B Amount')
     A                                      COLHDG('Class' 'B' 'Amount')
     A             OHBPCT        5  2       TEXT('Class B Percent')
     A                                      COLHDG('Class' 'B' 'Percent')
     A             OHBSPL        1          TEXT('Class B Special')
     A                                      COLHDG('Class' 'B' 'Special')
     A             OHCAMT        4  0       TEXT('Class C Amount')
     A                                      COLHDG('Class' 'C' 'Amount')
     A             OHCPCT        5  2       TEXT('Class C Percent')
```

FIG. 29A

```
A
A                 OHCSPL          1          COLHDG('Class' 'C' 'Percent')
A                                            TEXT('Class C Special')
A                 OHDAMT          4  0       COLHDG('Class' 'C' 'Special')
A                                            TEXT('Class D Amount')
A                 OHDPCT          5  2       COLHDG('Class D' 'Amount')
A                                            TEXT('Class D Percent')
A                 OHDSPL          1          COLHDG('Class' 'D' 'Percent')
A                                            TEXT('Class D Special')
A                 OHEAMT          4  0       COLHDG('Class' 'D' 'Special')
A                                            TEXT('Class E Amount')
A                 OHEPCT          5  2       COLHDG('Class E' 'Amount')
A                                            TEXT('Class D Percent')
A                 OHESPL          1          COLHDG('Class' 'E' 'Percent')
A                                            TEXT('Class E Special')
A                 OHCOMM         20A         COLHDG('Class' 'E' 'Special')
A                                            TEXT('Comments')
A                 OHDLDW          5  0       COLHDG('Comments')
A                                            TEXT('Ldw')
A                 OHDPAI          5  0       COLHDG('Ldw')
A                                            TEXT('Pai')
A                 OHDCIN          5  0       COLHDG('Pai')
A                                            TEXT('Car Carrier Insurance $')
A                 OHDLDY          3  0       COLHDG('Car Carrier' 'Insurance $'
A                                            TEXT('Ldw Max Days')
A                 OHDPDY          3  0       COLHDG('Ldw' 'Max' 'Days')
A                                            TEXT('Pai Max Days')
A                 OHDCIY          3  0       COLHDG('Pai' 'Max' 'Days')
A                                            TEXT('Car Carrier Ins. Max Days')
A                 OHDTC1          3          COLHDG('Car Carrier' 'Ins Max Days
A                                            TEXT('Tow Device 1 Code')
A                 OHDOLL          4  0       COLHDG('Tow' 'Device 1' 'Code')
A                                            TEXT('Tow Device 1 Amount')
A                 OHDDFT          3  0       COLHDG('Tow' 'Device 1' 'Amount')
A                                            TEXT('Tow Device 1 Default')
A                 OHDLSP          1          COLHDG('Tow' 'Device 1' 'Default'
A                                            TEXT('Tow Device 1 Special')
A                 OHDTC2          3          COLHDG('Tow' 'Device 1' 'Special'
A                                            TEXT('Tow Device 2 Code')
A                 OHDOL2          4  0       COLHDG('Tow' 'Device 2' 'Code')
A                                            TEXT('Tow Device 2 Amount')
A                 OHDDF2          3  0       COLHDG('Tow' 'Device 2' 'Amount')
A                                            TEXT('Tow Device 2 Default')
A                 OHDLS2          1          COLHDG('Tow' 'Device 2' 'Default'
A                                            TEXT('Tow Device 2 Special')
A                 OHDTC3          3          COLHDG('Tow' 'Device 2' 'Special'
A                                            TEXT('Tow Device 3 Code')
A                 OHDOL3          4  0       COLHDG('Tow' 'Device 3' 'Code')
A                                            TEXT('Tow Device 3 Amount')
A                 OHDDF3          3  0       COLHDG('Tow' 'Device 3' 'Amount'
A                                            TEXT('Tow Device 3 Default')
A                 OHDLS3          1          COLHDG('Tow' 'Device 3' 'Default'
A                                            TEXT('Tow Device 3 Special')
A                 OHDINA         13  0       COLHDG('Tow' 'Device 3' 'Special'
A                                            TEXT('Inactive Date/Time')
A*                                           COLHDG('Inactive' 'Date/Time')
A*
A*              ** Extra Fields **
A
A                 OHD1A1          1          TEXT('Extra Field 1 - Alpha 1')
A                                            COLHDG('Xtra1' '1 A')
A                 OHD2A1          1          TEXT('Extra Field 2 - Alpha 1')
```

FIG. 29B

```
      A
      A                OHD3A8          8          COLHDG('Xtra2' '1 A')
      A                                           TEXT('Extra Field 3 - Alpha 8')
      A                OHD4A8          8          COLHDG('Extra 3' '8 A')
      A                                           TEXT('Extra Field 4 - Alpha 8')
      A                OHD570          7  0       COLHDG('Extra 4' '8 A')
      A                                           TEXT('Extra Field 5 - Packed 7.
      A                                           COLHDG('Extra 5' '7.0 P')
      A                OHD670          7  0       EDTCDE(K)
      A                                           TEXT('Extra Field 6 - Packed 7.
      A                                           COLHDG('Extra 6' '7.0 P')
      A                OHD772          7  2       EDTCDE(K)
      A                                           TEXT('Extra Field 7 - Packed 7.2
      A                                           COLHDG('Extra 7' '7.2 P')
      A                OHD872          7  2       EDTCDE(K)
      A                                           TEXT('Extra Field 8 - Packed 7.2
      A                                           COLHDG('Extra 8' '7.2 P')
      A                OHD972          7  2       EDTCDE(K)
      A                                           TEXT('Extra Field 9 - Packed 7.2
      A                                           COLHDG('Extra 9' '7.2 P')
      A                                           EDTCDE(K)
      A*
      A*                          ** Record History **
      A*
      A                OHDEDT          7  0       TEXT('Entered yy/mm/dd')
      A                                           COLHDG('Entered' 'yy/mm/dd')
      A                                           EDTCDE(Y)
      A                OHDEBY          3          TEXT('Entered By Initials')
      A                                           COLHDG('Entd' 'By')
      A                OHDCDT          7  0       TEXT('Last Change yy/mm/dd')
      A                                           COLHDG('Last' 'Change' 'yy/mm/dd'
      A                                           EDTCDE(Y)
      A                OHDCBY          3          TEXT('Last Change By Initials')
      A                                           COLHDG('Last' 'Chg.' 'By')
      A                OHDOWN          4          TEXT('Owning Machine')
      A                                           COLHDG('Owning' 'Machine')
      A                OHOWNA          4          TEXT('Owning Area Number')
      A                                           COLHDG('Owning' 'Area' 'No.')
      A*               OHOWND          4          TEXT('Owning District Number')
      A*                                          COLHDG('Owning' 'District' 'No.')
      A*               OHOWNL          2          TEXT('Owning Location Number')
DKEZ  A***                                        COLHDG('Owning' 'Location' 'No.')
DKEZ  A***             OHAPRC          5  2       TEXT('Adjustment Percent')
      A                                           COLHDG('Adjustment' 'Percent')
      A                OHCRAT          5  0       TEXT('Competitive Rate')
      A                                           COLHDG('Competitive' 'Rate')
      A                OHCOM2         20A         TEXT('More Comments')
      A                                           COLHDG('More' 'Comments')
      A*
      A                K OHDOSC
      A                K OHDISC
      A                K OHDCDT
      A                K OHDINA
```

FIG. 29C

```
A*     Title:  T1WTVIF                    Application Number: T1W.00.XX
A*
A* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *
A*
A*  Function:  T1W TOWABILITY VEHICLE TOWABLE INDICATOR AND COMMENT FIL
A*
A*    Written by: TIM CUNNIUS 01/17/95
A*
A*  ******* IMPORTANT NOTE *************
A*      ANY CHANGES MADE TO THIS FILE MUST ALSO BE MADE TO REXTVSF.
A*
Y2    *Changed by:MIKE KERSIC              Date:07/07/98              *
Y2    * YEAR 2000  COMPLIANCE     PROJECT #G752     PHASE I COMPLETE  *
Y2    *    NO CHANGES NEEDED, FILE IS YEAR 2000 COMPLIANT            *
A* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *
A*
A                                        UNIQUE
A          R RT1WTVI                     TEXT('Towable Vehilce Indicator'
 *
 *                ---- KEY FIELDS ----
 *
A            TIYEAR          4           TEXT('Year')
A                                        COLHDG('Year')
A            TIMAKE         15           TEXT('Make')
A                                        COLHDG('Make')
A            TIMODL         35           TEXT('Model')
A                                        COLHDG('Model')
A            TITDV           3           TEXT('Tow Vehilce')
A                                        COLHDG('Tow' 'Vehicle')
 *
 *             ---- DESCRIPTIVE FIELDS ----
 *
A            TITIND          2           TEXT('Towable Indicator')
A                                        COLHDG('Towable' 'Indicator')
A            TICOMM         99           TEXT('Comments')
A                                        COLHDG('Comments')
 *
 *                 ----- History Information. -----
 *
A            TIENDT          7  0        TEXT('Entered Date - cyymmdd')
A                                        COLHDG('Entered' 'Date' 'yy/mm/dd
A                                        EDTCDE(Y)
A            TIENIN          3           TEXT('Entered by Initials')
A                                        COLHDG('Entered' 'By' 'Init')
A            TILCDT          7  0        TEXT('Last Change Date - cyymmdd'
A                                        COLHDG('Last Chg' 'Date' 'yy/mm/dd
A                                        EDTCDE(Y)
A            TILCIN          3           TEXT('Last Changed by Initials')
A                                        COLHDG('Last' 'Chg.' 'Init')
A            TIOWNR          4           TEXT('Record Owner')
A                                        COLHDG('Rcd' 'Owner')
 *
A          K TIYEAR
A          K TIMAKE
A          K TIMODL
A          K TITDV
```

FIG. 30

DATA BASE UTILITY (DBU)

File . . . : T1WTVIF
Library . : CORP
Page# . . . : 1 of 1
Control . . . _____

Member . . : T2WTVIF
Format . . : RT1WTVI
Mode . . . : **Display**

Record Length . :
File Access . . : Keyed
Record Number . :

Year	1972
Make	A.C.
Model	428 - ALL MODELS -
Tow Vehilce	CC
Towable Indicator	
Comments	6,7

Entered Date - cyymmdd	950515
Entered by Initials	MIS
Last Change Date - cyymm	950515
Last Changed by Initials	MIS
Record Owner	0250

Bottom

F1=Help **F2=Nondisplay keys** **F3=Exit** **F4=List fields**
F5=Refresh **F6=Set key** **F10=Action** **F24=More keys**
DBU 5.0 COPYRIGHT (C) 1998 PRODATA COMPUTER SERVICES, INC.

FIG. 31A

DATA BASE UTILITY (DBU)

File . . . : T1WTVSF Member . . : T2WTVSF Record Length . :
Library . : CORP Format . . : RT1WTVS File Access . . : Keyed
Page# . . . : 1 of 2 Mode . . . : Display Record Number . :
Control . . .

Year	1972
Make	A.C.
Model	428 - ALL MODELS -
Width	67.0
Weight	3155
Drive	R
Tire Size	15
Tire Size	000
Extra Numeric 3.0	
Extra Numeric 5.0	
Extra Character 10	8.15-15
Extra Character 1	
Extra Character 1	

More...

F1=Help F2=Nondisplay keys F3=Exit F4=List fields
F5=Refresh F6=Set key F10=Action F24=More keys
DBU 5.0 COPYRIGHT (C) 1998 PRODATA COMPUTER SERVICES, INC.

Patent Application Publication

FIG. 31B

DATA BASE UTILITY (DBU)

File . . . : T1WTVSF
Library . : CORP
Page# . . . : 2 of 2
Control . . . _____

Member . . : T2WTVSF
Format . . : RT1WTVS
Mode . . . : **Display**

Record Length . :
File Access . . : Keyed
Record Number . :

Entered Date - cyymmdd	950515
Entered by Initials	MIS
Last Change Date - cyymm	950515
Last Changed by Initials	MIS
Record Owner	0250

Bottom

F1=Help **F2=Nondisplay keys** **F3=Exit** **F4=List fields**
F5=Refresh **F6=Set key** **F10=Action** **F24=More keys**

FIG. 31C

DATA BASE UTILITY (DBU)

File . . . : T1WTCMF Member . . : T1WTCMF Record Length . :
Library . : CORP Format . . : RT1WTCM File Access . . : Key
Mode . . . : Display Record Number . :

Control . . .

Record#	1 Comment Code	2 Comment Code Description
1	1	1 = Too wide.
10	10	10 = Check wheelbase, max 125".
2	2	2 = Too heavy.
3	3	3 = Too low.
4	4	4 = Tires too large/small.
5	5	5 = Drive line too difficult to disconnect.
6	6	6 = Check tire size.
7	7	7 = Check ground clearance.
8	8	8 = Disconnect drive shaft.
9	9	9 = Wheelbase too long.

Bottom

F1=Help F2=Nondisplay keys F3=Exit F4=List fields
F5=Refresh F6=Set key F10=Action F24=More keys
Beginning/End of file reached

FIG. 32

```
A* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *
A*
A*  Function:  Internet Retal Web Quotes
A*
A*    Author:  Mike Kersic    August 1999
A*
A* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *
A*
A* YEAR 2000  COMPLIANCE     PROJECT #G752     PHASE I COMPLETE  *
A* WQPDAT (pickup date) is date entered by user on web form.
A* WQDDAT (dropoff date) is system calculated and put in format
A* to be displayed to user on web site.
A* Program takes date and converts for Y2K for proper handling.
A          R RWEBQUO                       TEXT('Web Quote Data')
A            WQID           20            TEXT('Unique Session ID')
A                                         COLHDG('Unique' 'Session' 'ID')
A                                         ALIAS(UNIQUE_SESSION_ID)
A            WQFDST          4            TEXT('From Dist')
A                                         COLHDG('From' 'Dist')
A                                         ALIAS(FROM_DIST)
A            WQFLOC          2            TEXT('From Loc')
A                                         COLHDG('From' 'Loc')
A                                         ALIAS(FROM_LOC)
A            WQTDST          4            TEXT('To Dist')
A                                         COLHDG('To' 'Dist')
A                                         ALIAS(TO_DIST)
A            WQTLOC          2            TEXT('To Loc')
A                                         COLHDG('To' 'Loc')
A                                         ALIAS(TO_LOC)
A            WQPDAT          6            TEXT('Pickup Date')
A                                         COLHDG('Pickup' 'Date')
A                                         ALIAS(PICKUP_DATE)
A            WQDAYS          3  0         TEXT('Days Available')
A                                         COLHDG('Days' 'Available')
A                                         ALIAS(DAYS_AVAILABLE)
A            WQRATA          4  0         TEXT('Rate A')
A                                         COLHDG('Rate A')
A                                         ALIAS(RATE_A)
A            WQRATB          4  0         TEXT('Rate B')
A                                         COLHDG('Rate B')
A                                         ALIAS(RATE_B)
A            WQRATC          4  0         TEXT('Rate C')
A                                         COLHDG('Rate C')
A                                         ALIAS(RATE_C)
A            WQRATD          4  0         TEXT('Rate D')
A                                         COLHDG('Rate D')
A                                         ALIAS(RATE_D)
A            WQRATE          4  0         TEXT('Rate E')
A                                         COLHDG('Rate E')
A                                         ALIAS(RATE_E)
A            WQLDW           5  0         TEXT('LDW')
A                                         COLHDG('LDW')
A                                         ALIAS(LDW)
A            WQPAI           5  0         TEXT('PAI')
A                                         COLHDG('PAI')
A                                         ALIAS(PAI)
A            WQTDS           4  0         TEXT('Tow Dolly')
A                                         COLHDG('Tow' 'Dolly')
A                                         ALIAS(TOW_DOLLY)
A            WQCC            4  0         TEXT('Car Carrier')
A                                         COLHDG('Car' 'Carrier')
```

FIG. 33A

```
A
A                WQOTD          4  0  ALIAS(CAR_CARRIER)
A                                    TEXT('Other Tow Device')
A                                    COLHDG('Other' 'Tow' 'Device')
A                WQDDAT         6     ALIAS(OTHER_TOW_DEVICE)
A                                    TEXT('Dropoff Date')
A                                    COLHDG('Dropoff' 'Date')
A                WQSUB1         8  2  ALIAS(DROPOFF_DATE)
A                                    TEXT('Taxable Subtotal')
A                                    COLHDG('Taxable' 'Subtotal')
A                WQSPCT         5  3  ALIAS(TAXABLE_SUBTOTAL)
A                                    TEXT('Taxable Pct')
A                                    COLHDG('Taxable' 'Pct')
A                WQESTX         5  2  ALIAS(TAXABLE_PCT)
A                                    TEXT('Estimated Tax')
A                                    COLHDG('Estimated' 'Tax')
A                WQBOX          7  2  ALIAS(ESTIMATED_TAX)
A                                    TEXT('Boxes')
A                                    COLHDG('Boxes')
A                WQFPAD         7  2  ALIAS(BOXES)
A                                    TEXT('Furniture Pads')
A                                    COLHDG('Furniture' 'Pads')
A                WQHTRK         7  2  ALIAS(FURNITURE_PADS)
A                                    TEXT('Hand Trucks')
A                                    COLHDG('Hand' 'Trucks')
A              K WQID                ALIAS(HAND_TRUCKS)
```

FIG. 33B

DATA BASE UTILITY (DBU)

File . . . : WEBQUOTF Member . . : WEBQUOTF Record Length . :
Library . : CORP Format . . : RWEBQUO File Access . . : Arr
Page# . . . : 1 of 2 Mode . . . : Display Record Number . :
Control . . . _____

Unique Session ID	20141312091999066610
From Dist	0666
From Loc	10
To Dist	0512
To Loc	10
Pickup Date	121099
Days Available	2
Rate A	189
Rate B	199
Rate C	259
Rate D	269
Rate E	
LDW	36

More.

F1=Help F2=Nondisplay keys F3=Exit F4=List field
F5=Refresh F6=Set key F10=Action F24=More keys

FIG. 34A

File . . . : WEBQUOTF
Library . : CORP
Page# . . . : 2 of 2
Control . . .

DATA BASE UTILITY (DBU)
Member . . : WEBQUOTF
Format . . : RWEBQUO
Mode . . . : **Display**

Record Length . :
File Access . . : Arr
Record Number . :

PAI	12
Tow Dolly	80
Car Carrier	150
Other Tow Device	80
Dropoff Date	121299
Taxable Subtotal	.00
Taxable Pct	8.000
Estimated Tax	4.00
Boxes	49.95
Furniture Pads	15.00
Hand Trucks	20.00

F1=Help
F5=Refresh
F2=Nondisplay keys
F6=Set key
F3=Exit
F10=Action
Botton
F4=List fields
F24=More keys

FIG. 34B

```
A* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *
A*
A*  Function:  Web Rental Rates for Accessories
A*
A*    Author:  Mike Kersic    August 1999
A*
A* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *
A*
A* YEAR 2000  COMPLIANCE      PROJECT #G752      PHASE I COMPLETE  *
A*
A           R RWEBACC                      TEXT('Web Accessories')
A             WAITEM         10            TEXT('Accessory Item')
A                                          COLHDG('Item')
A                                          ALIAS(ITEM)
A             WACOST          7  2         TEXT('Cost')
A                                          COLHDG('Cost')
A                                          ALIAS(COST)
A           K WAITEM
```

Serial No. 10/675,050

FIG. 35

```
                          DATA BASE UTILITY (DBU)
File . . . : WEBACCF      Member . . : WEBACCF      Record Length . :
  Library . : CORP        Format . . : RWEBACC      File Access . . : Keye
                          Mode . . . : Display      Record Number . :
Control . . .
            1                   2
  Record#  Accessory Item Cost
        1    BOXES          49.95
        2    FURNPADS       15.00
        3    HANDTRUCK      20.00

                                                                      Botton
F1=Help                  F2=Nondisplay keys  F3=Exit          F4=List fiel
F5=Refresh               F6=Set key          F10=Action       F24=More keys
Beginning/End of file reached
```

FIG. 36

```
A*     Title:                              Application Number:
A*
A* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *
A*
A*  Function:  One Way Reservations From Internet Site.
A*
A*    Author:  Mike Kersic      08/09/99
A*
Y2    ***************************************************************
Y2    *Changed by:MIKE KERSIC              Date:07/02/98             *
Y2    * YEAR 2000  COMPLIANCE     PROJECT #G752     PHASE I COMPLETE  *
Y2    ***************************************************************
A                                         UNIQUE
A          R RT1WRSC                      TEXT('1 Way Reservation Internet
A*
A*                          ** Key Fields **
A*
A            RCID          20             TEXT('Customer ID')
A                                         COLHDG('Customer ID')
A                                         ALIAS(UNIQUE_ID)
A            RCKDTE         8             TEXT('Date Entered-yyyymmdd')
A                                         COLHDG('Key dte' 'yyyymmdd')
A                                         ALIAS(DATE_ENTERED)
A            RCKTIM         8             TEXT('Time Entered-hh:mm:ss')
A                                         COLHDG('Key dte' 'hh:mm:ss')
A                                         ALIAS(TIME_ENTERED)
A*
A*                  ** Customer Info **
A*
A            RCFNAM        40             TEXT('First Name')
A                                         COLHDG('First Name')
A                                         ALIAS(FIRST_NAME)
A            RCLNAM        40             TEXT('Last Name')
A                                         COLHDG('Last Name')
A                                         ALIAS(LAST_NAME)
A            RCCAD1        40             TEXT('Address Line 1')
A                                         COLHDG('Address Line 1')
A                                         ALIAS(ADDRESS_1)
A            RCCAD2        40             TEXT('Address Line 2')
A                                         COLHDG('Address Line 2')
A                                         ALIAS(ADDRESS_2)
A            RCCCTY        40             TEXT('City Name')
A                                         COLHDG('City Name')
A                                         ALIAS(CITY)
A            RCCST          2             TEXT('State')
A                                         COLHDG('State')
A                                         ALIAS(STATE)
A            RCCZIP        10             TEXT('Zip Code')
A                                         COLHDG('Zip Code')
A                                         ALIAS(ZIP)
A            RCPHNA         3             TEXT('Area Code')
A                                         COLHDG('Area' 'Code')
A                                         ALIAS(AREA_CODE)
A            RCPHNE         3             TEXT('Exchange')
A                                         COLHDG('Exchange')
A                                         ALIAS(EXCHANGE)
A            RCPHNP         4             TEXT('Phone')
A                                         COLHDG('Phone')
A                                         ALIAS(PHONE)
A            RCEMAIL       35             TEXT('EMail Address')
A                                         COLHDG('EMail' 'Address')
```

FIG. 37A

```
A                                       ALIAS(EMAIL)
A*
A*          ** Moving From Info **
A*
A     RCFCTY        40          TEXT('Moving From City')
A                               COLHDG('Moving From City')
A                               ALIAS(FROM_CITY)
A     RCFST          2          TEXT('Moving From State')
A                               COLHDG('Frm' 'Ste')
A                               ALIAS(FROM_STATE)
A*
A*          ** Moving To Info **
A*
A     RCTCTY        40          TEXT('Moving To City')
A                               COLHDG('Moving To City')
A                               ALIAS(TO_CITY)
A     RCTST          2          TEXT('Moving To State')
A                               COLHDG('To' 'Ste')
A                               ALIAS(TO_STATE)
A*
A*          ** Detail Info **
A*
A     RCVHSZ         6          TEXT('Vehicle size desired')
A                               COLHDG('Veh' 'Size')
A                               ALIAS(VEH_SIZE)
A     RCPKUM         2          TEXT('Month of Pick Up')
A                               COLHDG('Pick Up' 'Month')
A                               ALIAS(PU_MONTH)
A     RCPKUD         2          TEXT('Day of Pick Up')
A                               COLHDG('Pick Up' 'Day')
A                               ALIAS(PU_DAY)
A     RCPKUY         4          TEXT('Year of Pick Up')
A                               COLHDG('Pick Up' 'Year')
A                               ALIAS(PU_YEAR)
A     RCPYTP        20          TEXT('Type of Payment        Cash
A                                     American Express
A                                 Discover                 Master Ca..
A                                       Visa')
A                               COLHDG('Payment Method')
A                               ALIAS(PAY_TYPE)
A     RCCRE#        20          TEXT('Credit Card Number')
A                               COLHDG('Credit Card Number')
A                               ALIAS(CC_NUMBER)
A     RCCREN        40          TEXT('Name on Credit Card')
A                               COLHDG('Name on Credit Card')
A                               ALIAS(CC_NAME)
A     RCCREM         2          TEXT('Credit Card Expiration Mont
A                               COLHDG('Exp' 'Month')
A                               ALIAS(CC_EXP_MONTH)
A     RCCREY         4          TEXT('Credit Card Expiration Year
A                               COLHDG('Exp' 'Year')
A                               ALIAS(CC_EXP_YEAR)
A     RCYEAR         4          TEXT('Year of Car')
A                               COLHDG('Year' 'of Car')
A                               ALIAS(CAR_YEAR)
A     RCMAKE        15          TEXT('Make of Car')
A                               COLHDG('Make' 'of Car')
A                               ALIAS(CAR_MAKE)
A     RCMODL        35          TEXT('Model of Car')
A                               COLHDG('Model' 'of Car')
A                               ALIAS(CAR_MODEL)
```

FIG. 37B

```
     * Furniture Pads (yes/no; quantity; amount each)
A                RCFPDI          3          TEXT('Furn Pads Indic.')
A                                           COLHDG('Frn Pads' 'y/n')
A                                           ALIAS(FPADS_Y_N)
A                RCNFPD          3          TEXT('No of Furn Pads')
A                                           COLHDG('No of' 'Frn Pads')
A                                           ALIAS(FPADS_QTY)
A                RCFPAM          7          TEXT('Furniture Pad Amt')
A                                           COLHDG('Frn Pad' 'Amt')
A                                           ALIAS(FPADS_AMT)
     * Hand Truck (yes/no; amount each)
A                RCHTKI          3          TEXT('Hand Trk Indic.')
A                                           COLHDG('Hand Trk' 'y/n')
A                                           ALIAS(HTRK_Y_N)
A                RCHNTK          7          TEXT('Hand truck Amount')
A                                           COLHDG('Hnd' 'truck')
A                                           ALIAS(HTRK_AMT)
     * Moving Kit (yes/no; amount each)
A                RCBOXI          3          TEXT('Boxes Indic.')
A                                           COLHDG('Boxes' 'y/n')
A                                           ALIAS(BOX_Y_N)
A                RCBOXA          7          TEXT('Boxes Amount')
A                                           COLHDG('Boxes' 'Amount')
A                                           ALIAS(BOX_AMT)
A*
A*                      ** H.P District/Agent Info **
A*
A                RCFDST          4          TEXT('From District')
A                                           COLHDG('From' 'Dist')
A                                           ALIAS(FROM_DIST)
A                RCFLOC          2          TEXT('From Agent Location')
A                                           COLHDG('Frm' 'Agt' 'Loc')
A                                           ALIAS(FROM_LOC)
A                RCTDST          4          TEXT('To District')
A                                           COLHDG('To' 'Dist')
A                                           ALIAS(TO_DIST)
A                RCTLOC          2          TEXT('To Agent Location')
A                                           COLHDG('To' 'Agt' 'Loc')
A                                           ALIAS(TO_LOC)
A*
A*                      ** Original Rate Info **
A*
A                RCODAY          3          TEXT('Original Days Included')
A                                           COLHDG('Org' 'Days' 'Incl')
A                                           ALIAS(DAYS_INCL)
A                RCOAAM          4          TEXT('Original Class A Amount')
A                                           COLHDG('Org Cls' 'A Amt')
A                                           ALIAS(CLASS_A_AMT)
A                RCOBAM          4          TEXT('Original Class B Amount')
A                                           COLHDG('Org Cls' 'B Amt')
A                                           ALIAS(CLASS_B_AMT)
A                RCOCAM          4          TEXT('Original Class C Amount')
A                                           COLHDG('Org Cls' 'C Amt')
A                                           ALIAS(CLASS_C_AMT)
A                RCODAM          4          TEXT('Original Class D Amount')
A                                           COLHDG('Org Cls' 'D Amt')
A                                           ALIAS(CLASS_D_AMT)
A                RCOEAM          4          TEXT('Original Class E Amount')
A                                           COLHDG('Org Cls' 'E Amt')
A                                           ALIAS(CLASS_E_AMT)
A                RCLDWI          3          TEXT('LDW y/n')
```

FIG. 37C

```
A                                       COLHDG('LDW' 'y/n')
A                                       ALIAS(LDW_Y_N)
A            RCOLDW          5          TEXT('Original LDW Amount')
A                                       COLHDG('Org' 'LDW')
A                                       ALIAS(LDW_AMT)
A            RCPAII          3          TEXT('PAI y/n')
A                                       COLHDG('PAI' 'y/n')
A                                       ALIAS(PAI_Y_N)
A            RCOPAI          5          TEXT('Original PAI Amount')
A                                       COLHDG('Org' 'PAI')
A                                       ALIAS(PAI_AMT)
A            RCCARI         10          TEXT('Car Carrier')
A                                       COLHDG('Car' 'Carrier')
A                                       ALIAS(CAR_CARRIER)
A            RCOCIN          4          TEXT('Orig Car Carrier Ins Amount
A                                       COLHDG('Org. Car' 'Carrier Ins')
A                                       ALIAS(CC_AMT)
A            RCTOWI         10          TEXT('Tow Dolly')
A                                       COLHDG('Tow' 'Dolly')
A                                       ALIAS(TOW_DOLLY)
A            RCOTOW          4          TEXT('Original Tow Device Amount'
A                                       COLHDG('Org' 'Tow' 'Device')
A                                       ALIAS(TD_AMT)
A            RCESTX          7          TEXT('Estimated Rental Tax')
A                                       COLHDG('Est' 'Rental' 'Tax')
A                                       ALIAS(EST_TAX)
A*
A*             ** Discount Information **
A*
A            RCAAA           3          TEXT('AAA y/n')
A                                       COLHDG('AAA' 'y/n')
A                                       ALIAS(AAA)
A            RCAARP          3          TEXT('AARP y/n')
A                                       COLHDG('AARP' 'y/n')
A                                       ALIAS(AARP)
A            RCMILI          3          TEXT('Military y/n')
A                                       COLHDG('Military' 'y/n')
A                                       ALIAS(MIL)
A            RCSTUD          3          TEXT('Student y/n')
A                                       COLHDG('Student' 'y/n')
A                                       ALIAS(STU)
A            RCDI10          8          TEXT('Discount 10%')
A                                       COLHDG('Discount' '10%')
A                                       ALIAS(DISC_AMT_10)
A            RCDI12          8          TEXT('Discount 12%')
A                                       COLHDG('Discount' '12%')
A                                       ALIAS(DISC_AMT_12)
A            RCTOT           8          TEXT('Total')
A                                       COLHDG('Total')
A                                       ALIAS(TOTAL)
A*
A*             ** Booked & Cancellation Information **
A*
A            RCBODT          7          TEXT('Booked Date')
A                                       COLHDG('Booked' 'yy/mm/dd')
A                                       ALIAS(BOOKED_DATE)
A            RCBOTM          8          TEXT('Booked Time')
A                                       COLHDG('Booked' 'Time')
A                                       ALIAS(BOOKED_TIME)
A            RCBOBY          3          TEXT('Booked By Initials')
A                                       COLHDG('Booked' 'By')
A
```

FIG. 37D

```
A                                       ALIAS(BOOKED_INITS)
A            K RCKDTE
A            K RCKTIM
A            K RCLNAM
```

FIG. 37E

DATA BASE UTILITY (DBU)

File . . . : WEBRESVF
Library . : CORP
Page# . . . : 1 of 6
Control . . . _____

Member . . : WEBRESVF
Format . . : RT1WRSC
Mode . . . : Display

Record Length . :
File Access . . : Key
Record Number . :

Customer ID	08245512091999072226
Date Entered-yyyymmdd	19991209
Time Entered-hh:mm:ss	08:34:39
First Name	Bryan
Last Name	Gayman
Address Line 1	525 Village Blvd. S
Address Line 2	
City Name	Baldwinsville
State	NY
Zip Code	13027
Area Code	315
Exchange	451
Phone	4568

More...

F1=Help F2=Nondisplay keys F3=Exit F4=List fie
F5=Refresh F6=Set key F10=Action F24=More keys

FIG. 38A

DATA BASE UTILITY (DBU)

File . . . : WEBRESVF
Library . : CORP
Page# . . . : 2 of 6
Control . . . _____

Member . . : WEBRESVF
Format . . : RT1WRSC
Mode . . . : Display

Record Length . :
File Access . . : Keyed
Record Number . :

EMail Address	bryan.gayman@penske.com
Moving From City	Syracuse
Moving From State	NY
Moving To City	Reading
Moving To State	PA
Vehicle size desired	15 ft.
Month of Pick Up	12
Day of Pick Up	20
Year of Pick Up	99
Type of Payment Ca	Cash
Credit Card Number	
Name on Credit Card	
Credit Card Expiration M	

More...

F1=Help F2=Nondisplay keys F3=Exit F4=List fields
F5=Refresh F6=Set key F10=Action F24=More keys

FIG. 38B

DATA BASE UTILITY (DBU)

File . . . : WEBRESVF
Library . : CORP
Page# . . . : 3 of 6
Control . . . _____

Member . . : WEBRESVF
Format . . : RT1WRSC
Mode . . . : **Display**

Record Length . :
File Access . . : Keyed
Record Number . :

Credit Card Expiration Y	____
Year of Car	1997
Make of Car	AUDI
Model of Car	A4 QUATTRO - ALL MODELS -
Furn Pads Indic.	___
No of Furn Pads	___
Furniture Pad Amt	15.00
Hand Trk Indic.	___
Hand truck Amount	20.00
Boxes Indic.	___
Boxes Amount	49.95
From District	0722
From Agent Location	26

More.

F1=Help **F2=Nondisplay keys** **F3=Exit** **F4=List fields**
F5=Refresh **F6=Set key** **F10=Action** **F24=More keys**

FIG. 38C

DATA BASE UTILITY (DBU)

File . . . : WEBRESVF Member . . : WEBRESVF Record Length . :
Library . : CORP Format . . : RT1WRSC File Access . . : Keye
Page# . . . : 4 of 6 Mode . . . : Display Record Number . :
Control . . . _____

To District	0666
To Agent Location	10
Original Days Included	2
Original Class A Amount	199
Original Class B Amount	229
Original Class C Amount	279
Original Class D Amount	299
Original Class E Amount	0
LDW y/n	yes
Original LDW Amount	30
PAI y/n	
Original PAI Amount	12
Car Carrier	

More.

F1=Help F2=Nondisplay keys F3=Exit F4=List fields
F5=Refresh F6=Set key F10=Action F24=More keys

FIG. 38D

DATA BASE UTILITY (DBU)

File . . . : WEBRESVF
Library . : CORP
Page# . . . : 5 of 6
Control . . .

Member . . : WEBRESVF
Format . . : RT1WRSC
Mode . . . : **Display**

Record Length . :
File Access . . : Keyed
Record Number . :

Orig Car Carrier Ins Amo	80
Tow Dolly	towdolly
Original Tow Device Amou	60
Estimated Rental Tax	22.33
AAA y/n	
AARP y/n	
Military y/n	
Student y/n	
Discount 10%	28.90
Discount 12%	34.68
Total	341.33
Booked Date	
Booked Time	

More.

F1=Help **F2=Nondisplay keys** **F3=Exit** **F4=List fields**
F5=Refresh **F6=Set key** **F10=Action** **F24=More keys**

FIG. 38E

DATA BASE UTILITY (DBU)

File . . . : WEBRESVF
Library . : CORP
Page# . . . : 6 of 6
Control . . . _____

Member . . : WEBRESVF
Format . . : RT1WRSC
Mode . . . : Display

Record Length . :
File Access . . : Keye
Record Number . :

Booked By Initials ___

F1=Help
F5=Refresh

F2=Nondisplay keys
F6=Set key

F3=Exit
F10=Action

Bottor
F4=List fields
F24=More keys

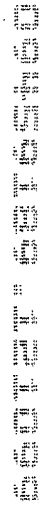

FIG. 38F